Table of Contents

PART I
Executive Summary for the Plan of Service

The Castro Valley Library Plan of Service, evolving directly from the Community Needs Assessment, reflects the express desire of the people of Castro Valley to have a beautiful, landscaped building that serves as a community landmark, is a center for programs and services that educate, inspire and inform and provides a venue for community arts and events. While library customers make heavy use of the traditional services of their library, they also value the flexibility and extended access provided through technological advances. A strong preference for more and better parking and a larger book collection is also clearly documented in the Needs Assessment.

The Needs Assessment confirms that the current facility is very inadequate. With no true meeting room or group study space, no way to expand parking, no way to upgrade technology, and a facility totally at capacity in terms of seating and shelving, the Library has become cramped, dated, overcrowded, and visibly stressed by the growing needs of the community.

This Plan of Service responds to the needs assessment with a vision of a dynamic, modern, attractive library with programs and services that will serve as a magnet for the artistic and intellectual aspirations of the community. It reflects the Library's Mission statement and the Mission statement of the Castro Valley Unified School District's service for school libraries and defines the following goals for a new Castro Valley Library:

- ◆ *Basic Literacy.* The Castro Valley Library will serve the needs of both adults and children to reach their literacy goals by providing a learning environment, specialized materials, appropriate technology, and specialized classes and events that inspire and encourage people of all ages in their lifelong engagement with reading, books, and libraries.

- ◆ *Commons.* The Castro Valley Library will meet the needs of residents for a gracious community centered public building by providing facilities and programs for community events, local art displays, and spaces that welcome the use of the Library as a community gathering place.

- ◆ *Cultural Awareness.* The Castro Valley Library will satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others by promoting cultural diversity in its programs, services, and collections.

- ◆ *Current Topics and Titles.* The Castro Valley Library will meet the needs of residents for materials and services that satisfy the community's appetite for information about popular cultural and social trends and satisfy customers' interest in recreational reading, listening, and viewing.

◆ ***Formal Learning.*** The Castro Valley Library will serve the needs of residents for formal learning support by offering services and programs for students of all ages enrolled in a formal or informal program of education.

◆ ***General Information.*** The Castro Valley Library will serve the needs of residents for information related to school, work, career, personal enrichment, and both the local and global community, by becoming the information hub of the community, offering dynamic Reference and Information Services and building a current materials collection that is relevant to the information needs of the community.

The Library Plan of Service also describes a range of services for adults, children, young adults, and seniors focused on enlarged and up-to-date collections in all formats, increasing the capacity for programming, community events and local art displays; and providing comfortable, generous seating throughout the Library.

Joint Venture Project:
The Plan of Service will meet the needs of K-12 students by providing Children's and Young Adult Services and by a joint use agreement with the Castro Valley School District to provide a Homework Center, a Career Center, a Family Literacy Center and a Computer Learning Center.

Jurisdiction-Wide Service:
The proposed project will enable the County Library to meet its strategic planning goal of working with communities to develop or implement plans for new or improved facilities. The project provides the facilities to effectively meet all the Library's planning goals including state-of-the-art technology, adequate space for growth of collections and provision of the wide range of services needed by the Castro Valley community. In the future, should Castro Valley experience an unanticipated growth in the population, the County Library will investigate options to either expand the building by acquiring additional land contiguous to the current site, or building an additional branch library for Castro Valley.

Technology:
The Library is planning a technology infrastructure that is flexible, mobile, and adaptable to multiple delivery devices. Internet access will be expanded and the building will be equipped to provide connectivity from any place in the building using wireless technologies. Improved technology in meeting rooms and conference rooms will offer new opportunities for distance learning, video/text messaging and webcasts. The Library will make the collection accessible through a web-based automated system that includes modules for acquisitions, serials, cataloging, circulation, and resource sharing. Technology will allow the Library to provide "point of need" reference assistance via e-mail, chat, or telephone and to provide electronic information resources to the public both in the Library and remotely. Technology will help the Library automate and streamline frequently used functions thus offering better customer service and staff efficiencies. This includes a fully automated sorting and returns system for checking in and re-sensitizing materials.

PART II
Mission Statements
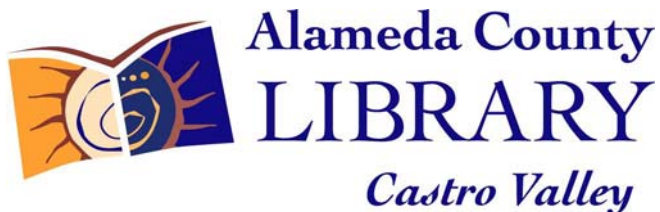
Castro Valley Library

As a branch of the Alameda County Library, the Castro Valley Library provides, promotes, and protects access to library materials, information, and services that inform, educate, and entertain individuals in our diverse community.

Castro Valley Unified School District

The mission of the Castro Valley Unified School District's library program for teachers and students is to provide leadership in information literacy, to actively participate in curriculum collaboration, and to promote reading and literacy.

PART III
Goals and Objectives
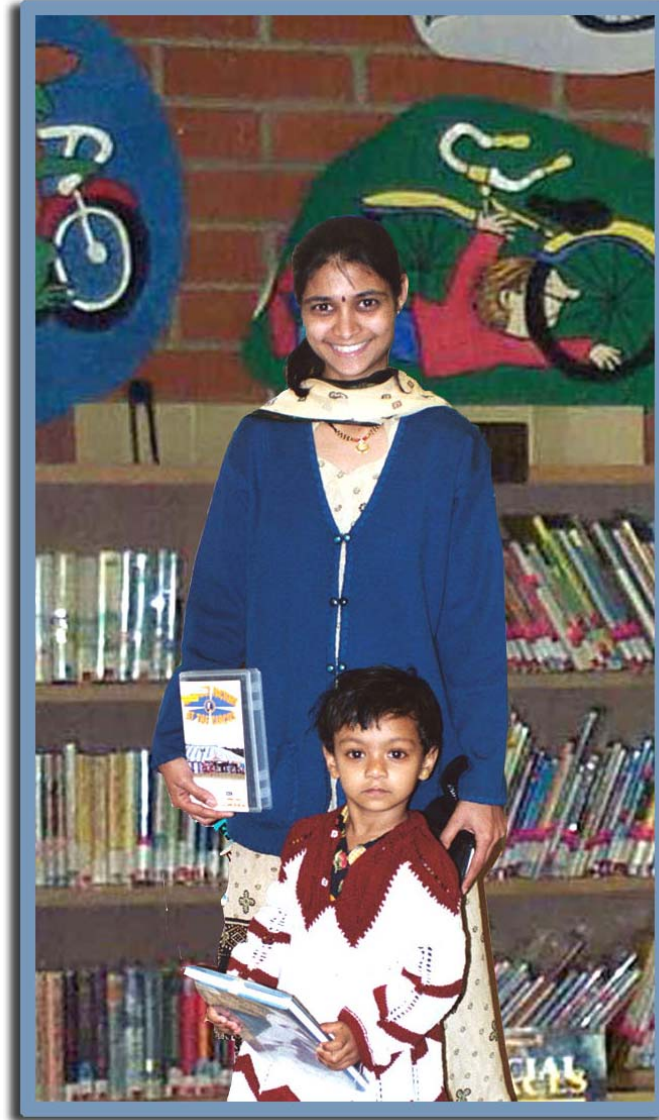
The Community Needs Assessment draws a picture of a diverse community where children and family life, education, and community are the preeminent shared values. With this in mind, the Plan of Service focuses on developing excellent and innovative library services in an expanded facility capable of supporting the level of collections, services, and resources that support family life, educational attainment, and a sense of community.

Goal: Basic Literacy

The Castro Valley Library will serve the needs of both adults and children to reach their literacy goals by providing a learning environment, specialized materials, appropriate technology, and specialized classes and events that inspire and encourage people of all ages in their lifelong engagement with reading, books, and libraries.

Needs Met:

This goal will provide support for struggling readers of all ages including speakers of other languages who are learning English as a second language. The demographic study identified an increase in diversity in the community; since 1995 the number of students in the schools who are learning English has more than doubled. These students and their parents or caregivers need support learning to read in English. In addition, the needs assessment found strong community interest in the Library as a place that encourages reading with such programs as literacy classes, summer reading programs, and special events for children such as story times. With improved facilities for classroom and meeting space the Library will partner with the School District in offering innovative and enjoyable programs to promote the love of reading.

A. Objective: In a joint use agreement with the Castro Valley Unified School District, the Library and the School District will establish a Family Literacy Center dedicated to encouraging family literacy and reading activities by providing classes, family book talking events, ESOL activities and other reading events throughout the calendar year.

Library Role:

- Work closely with the School District's Literacy Training Coordinator and an adult volunteer coordinator to train volunteers to provide one-on-one tutoring for K-8th grade students not reading at grade level. Individual tutoring sessions will be scheduled after school hours and on weekends in the section of the Multipurpose Education Room not used by the Homework Center. (Note: The Multipurpose Education Center is divisible into two rooms.) Learning methods used will include reading recovery and the guided reading program jointly developed by the School District and St. Mary's College.
- Collaborate with teachers, the District High School Librarian, and Instructional Media Assistants to plan and present joint reading incentive programs for K-12 students throughout the school year and summer.
- Work collaboratively with the School District to publicize training, workshop, and tutoring opportunities to students and parents in Castro Valley.
- Select and maintain a collection of ESOL, low literacy and other specialized materials to assist and support volunteers, staff, and

teachers in working with students enrolled in literacy classes and programs.

◆ Plan and present family book talking programs and other educational workshops jointly with teachers from the schools at least 3 times a year.

◆ Offer literacy classes to parents, caregivers and other adults through the "Write to Read" literacy program on a quarterly basis.

◆ Work collaboratively with School District staff on joint literacy incentive programs for K-12 students including the Library's Summer Reading Game, "Teen Read Week", "Drive to Read," a program developed by Hershey's Milk and the American Library Association and "Read Across America," a project of the National Educational Association.

◆ Provide 30 portable computers equipped with software programs for practicing reading and writing skills.

Service Indicators:

◆ Number of K-8th grade students tutored by volunteers to improve their grade level reading ability.

◆ Number of volunteers recruited and trained to tutor K-8th grade students in after school reading improvement programs.

◆ Number of joint reading incentive programs for K-12 students throughout the school year and summer.

◆ Number of students enrolled in reading incentive programs throughout the year.

◆ Number of family book talking and other special reading events planned and presented jointly with teachers from the schools.

B. Objective: The Library will offer multiple classes (minimum of 3 weekly) for adult learners throughout the year.

Library Role:

◆ Offer literacy classes to adults in the community through the Alameda County Library "Write to Read" literacy program. The Program teaches reading, writing, spelling, literacy, and speaking skills through small group discussion.

◆ Publicize the literacy classes through public and private schools, churches, community centers, and community based organizations.

Service Indicators:

◆ Provide 30 computer devices with various literacy software programs available to help students reach their literacy goals.

◆ Number of classes and hours of instruction provided.

◆ Number of learners working to meet individual goals.

◆ Documentation specific to achievement of individual and organizational goals.

◆ Provide literacy instruction for a minimum of 20 adult learners annually.

C. Objective: The Library will encourage reading and literacy among pre-schoolers by offering multiple preschool story times, toddler oriented story-times and other preschool programming throughout the year.

Library Role:

◆ Plan, present and publicize a variety of preschool story-times, toddler times and other children's programs that encourage children's engagement with stories, books, and libraries.
◆ Select high quality picture book and early reader collections for children and their parents or caregivers to choose from when they visit the library.
◆ Explore opportunities to create outreach programs for children and caregivers who do not have easy access to the Library.
◆ Provide a warm, spacious area in the Library where children and parents or caregivers can browse the collection, read quietly together, and enjoy the pleasure of books and reading.

Service Indicators:

◆ Number of preschool story time sessions held.
◆ Number of toddler story times held.
◆ Number of children attending story times and other special programs.
◆ Circulation of picture books and early reader collection.

Goal: Commons

The Castro Valley Library will meet the needs of residents for a gracious community centered public building by providing facilities and programs for community events, local art displays, and spaces that welcome the use of the Library as a community gathering place.

Needs Met:

People want a library that is a cultural and community center. They want a café, a bookstore, a place to showcase local art, a place where people can meet, talk, and study together either in group study rooms or outdoor patios or, more cozily, in front of a fireplace. In addition, the community analysis observed that Castro Valley as an unincorporated area has no civic center; no public building that could function in the role as a source of community identity and pride. A vote in November 2002 to incorporate Castro Valley as a city failed. After the vote, citizens from both sides of the issue came into the library and expressed how important the role of the Library will be in the future of Castro Valley as the one public building that can give all citizens a sense of place and a sense of community identity as well as function as a cultural and community center.

A. Objective: The Library will provide a large meeting room and a conference room with state of the art audio, video and telecommunications connections and equipment. The meeting room will be available to the public during open and closed hours and will accommodate audiences of up to 180 people at one time. It will include a refreshment area and will be divisible so that it can be booked by more than one organization at a time. The conference room will be available for reserve by students needing group study space. These spaces will be supplemented by a communal work space incorporating both flat space and copy machines.

Library Role:

- Participate in establishing and maintaining a system-wide meeting room policy that supports the diverse interests and needs of library customers
- Actively promote the availability of the meeting and conference rooms through all available media and contacts.
- Establish an automated reservation system to book the rooms.

Service Indicators:

- Number of people who attend meetings or programs in the Library's meeting room.
- Number of community groups and organizations that repeatedly book the meeting room.
- Number of study groups reserving the conference room.

B. Objective: The Library will provide social spaces for informal community gathering including a cafe, a bookstore, and an art gallery during all open hours.

Library Role:

- Solicit, book and publicize displays of local art.
- Assist the Friends of the Castro Valley Library in recruiting volunteers to run the cafe and bookstore.
- Collaborate with Castro Valley Unified School District to display student art exhibits in the art gallery and elsewhere in the Library.

Service Indicators:

- Number of art exhibits booked into the art gallery per year.
- Number of open hours the bookstore and cafe are available to the public.
- Visitor feedback comments including customer satisfaction surveys.

Goal: Cultural Awareness

The Castro Valley Library will promote cultural awareness to help satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others.

Needs Met:

The Demographic survey gives a clear picture of increased diversity; the white population has dropped from 92% in 1980 to 70.8% in 2000 while the population percentages of many other ethnic groups have increased. In the decade between 1990 and 2000 the Asian population in Castro Valley almost doubled. The number of African-Americans and Hispanics also increased dramatically. In the schools, students who are speakers of other languages who are learning English as a second language, come from a wide variety of language backgrounds: 22% of English learners are Spanish-speaking, 15.3% are Russian-speaking, 14.8% are Cantonese-speaking, 13.3% are Korean-speaking, and many more students are speakers of languages like Hindi, Farsi, Tagalog, and more. The School District has set a standard of respect and appreciation for human diversity in its mission statement. The Library as a joint partner with the School District will advance this mission in the community at large.

The mission, goals, and objectives of the Alameda County Library show a strong support for cultural and linguistic diversity and this commitment is matched by the School District's respect and appreciation for human diversity.

A. Objective: On opening day the International Language Collection will be at 3% of the total materials collection and will be increased by 1% a year until it is 5% of the total collection. The Alameda County Library envisions collections that are a direct and proportionate reflection of cultures and languages of those in its communities.

Library Role:

- Provide a collection of international language materials that reflects the diversity of the community.
- Make the collection broadly accessible through display, publicity, signage, and technology in a variety of languages and through a variety of media and community outlets, inclusive of specialized language newspapers, and community publications.
- Make the Library website available in a minimum of three languages; English, Spanish, and Chinese.

Service Indicators:

- Size of the International Language Collection.
- Increased circulation of International Language Collection.

B. Objective: The Library offers at least 4 programs a year to promote cultural awareness.

Library Roles:

- ◆ Plan, present, and publicize programs with a cultural awareness theme such as Cinco de Mayo, the Lunar New Year, Ballet Folklorico, and Black History Month.
- ◆ Collaborate with cultural organizations in the community to bring programs to the Library.
- ◆ Promote, through appropriate media and community contacts, the availability of meeting and conference space for cultural events.

Service Indicators:

- ◆ Number of cultural awareness programs presented.
- ◆ Attendance at programs.
- ◆ Number of cultural organizations involved in helping to present programs.

C. Objective: The Library will actively recruit at least 4 exhibits a year for either the Art Exhibit Hall or Library display cases with a cultural awareness theme.

Library Roles:

- ◆ Plan, present and publicize art exhibits and Library displays with a cultural awareness theme.
- ◆ Recruit displays and exhibits that have cultural relevance to the community from appropriate community groups.

Service Indicators:

- ◆ Number of special displays or art exhibits in Library display cases or the Art Gallery with a cultural awareness theme.

D. Objective: The Library will offer signage, current Library brochures, marketing materials, the Catalog and the Library's website in languages appropriate to the linguistic make-up of the community.

Library Roles:

◆ The Library will translate brochures and other Library marketing materials into Spanish, Chinese, Russian, and other languages including Korean, Hindi, Farsi, Tagalog, and others, as appropriate.

◆ In keeping with the Alameda County Library standards, the Castro Valley Library will use simple English as a common denominator in its signage, with multiple language signage used primarily to identify international language collections.

◆ On Opening Day, the Library's website and catalog will be available in English, Spanish and Chinese. The Alameda County Library will make its catalog and website available in additional languages as technology supports such presentation.

Service Indicators:

◆ Number and availability of Library brochures in languages other than English.

◆ The number of times the Catalog and/or Library website has been accessed in another language.

◆ Availability of directional signs and materials to help non-English speaking users navigate the Library.

E. Objective: The Library will produce at least 3 booklists or Web pages per year to highlight the Library's resources and services relating to the cultural heritage of Castro Valley residents.

Library Role:

◆ Reference and/or Children's staff will publish at least 3 bibliographies or Web pages on themes that highlight the Library's resources in relation to cultural awareness every year.

Service Indicators:

◆ Number of unique cultural awareness book lists produced.
◆ Number of times a cultural awareness Web page is accessed.
◆ Circulation of materials from designated cultural awareness collections.

Goal: Current Topics and Titles

The Castro Valley Library will meet the needs of residents for materials and services that satisfy the community's appetite for information about popular cultural and social trends and satisfy customers' interest in recreational reading, listening and viewing.

Needs Met:

During the focus groups and in tabulating the results of the written needs assessment survey it became clear that people still care about the traditional services of the Library. They come to check out books, videos, CDs, DVDs, and audiocassettes. They want to read magazines and newspapers. They want to find the latest bestseller and their favorite movie on DVD. They want the Library to be as current and relevant as Barnes & Noble. They care about the full range of human expression – print, movies, music, and the spoken word.

A. Objective: The Library will provide timely access to current, high demand and popular materials in a wide variety of formats, languages, and reading levels in sufficient quantities so that the ratio of requests to number of copies never falls below 1:4. (1 copy for every 4 requests).

Library Role:

- Solicit customer input as a part of collection development strategy.
- Select and purchase a wide variety of popular materials in all formats, particularly those titles listed on local and national bestseller lists.
- Purchase additional copies as needed.
- Create attractive display areas to merchandise new materials.
- Publicize the Library's collection via the Library's website.
- Make new and reserve materials available in a timely manner.

Service Indicators:

- Circulation of new books.
- Ratio of requests to holds.
- Circulation of non-print media formats.
- Number of merchandising displays created.
- Circulation statistics of materials in display areas.
- Fill rate for customer requests.

B. Objective: On opening day the audiovisual collection will be at 12% of the total materials collection and will be increased by 3% a year until it is 18% of the total collection.

Library Role:

- Select and purchase appropriate materials in a variety of non-print formats of interest to adults, young adults, and children.
- Purchase multiple copies as needed.

Service Indicators:

- Statistics on the size, variety, and diversity of the collection.
- Ratio of requests to numbers of copies.

C. Objective: The Library will offer programs related to current topics and popular reading, including author programs and book discussion groups, and programs that promote and encourage reading for children, young adults, adults, and seniors at least 20 times a year.

Library Role:

- Arrange and present author, book related, and topical programs.
- Publicize all events.
- Work cooperatively with the schools, media, community groups, and service agencies in Castro Valley in planning, presenting, and publicizing events.

Service Indicators:

- Number of programs.
- Attendance at programs.
- Statistical and narrative reports on the number and type of media and community contacts made in planning, presenting, and publicizing events.

D. Objective: The Library will provide an increased selection of current and popular magazines and newspapers including those in languages other than English.

Library Role:

- Select and purchase a wide variety of popular magazines and newspapers including titles in languages other than English.
- Maintain an attractive and pleasant periodicals area.
- Provide sufficient quiet and comfortable seating in and near the periodicals collection.

◆ Conduct a yearly customer survey to document customer satisfaction and gather collection development data.

Service Indicators:

◆ Number and diversity of periodical subscriptions.
◆ Use of periodicals collection.
◆ Availability of quiet seating.
◆ Circulation statistics.

Goal: Formal Learning

The Castro Valley Library will serve the needs of residents for formal learning support by offering services and programs for students of all ages enrolled in a formal or informal program of education.

Needs Met:

When we asked people on the written survey to imagine what libraries would be like in 5 years and prioritize a list of roles, over 90% indicated that Formal Learning and Lifelong Learning were very important. Education is an important value in Castro Valley. Castro Valley is located in an educationally rich region with an excellent School District and proximity to Cal State Hayward and Chabot College, among others. Students in Castro Valley are looking for research and information assistance, appropriate and mobile technology, homework help, and a collection of materials that will support school assignments. They need increased seating, places to study and places to meet for group projects. They need access to the Internet and the Library's website 24 hours a day, 7 days a week. More than ever, students need to be introduced to the Library, given tours, and taught how to use the multiplying and mystifying array of information sources now available.

A. Objective: In a joint use agreement with the Castro Valley Unified School District, the Library and the School District will operate a Homework Center every afternoon from 3:30-5:30 p.m. Monday, Tuesday, and Thursday, and 1:30 – 5:30 p.m. on Wednesday.

Library Role:

- Provide appropriate dedicated space for homework assistance for students in grades K-12 to drop in and meet with peer tutors.
- Collaborate with faculty at Castro Valley High School to recruit, monitor, and train peer tutors from Castro Valley High School's Interact Club and/or Service Learning Class.
- Collaborate with School District staff to create and maintain a joint "Homework Help" web page as a communication tool for students, teachers, parents and library staff. The page will reside on the District's website and will include links to school and classroom web pages, links to the Library's catalog and website, electronic textbooks, homework help web pathfinders and links to
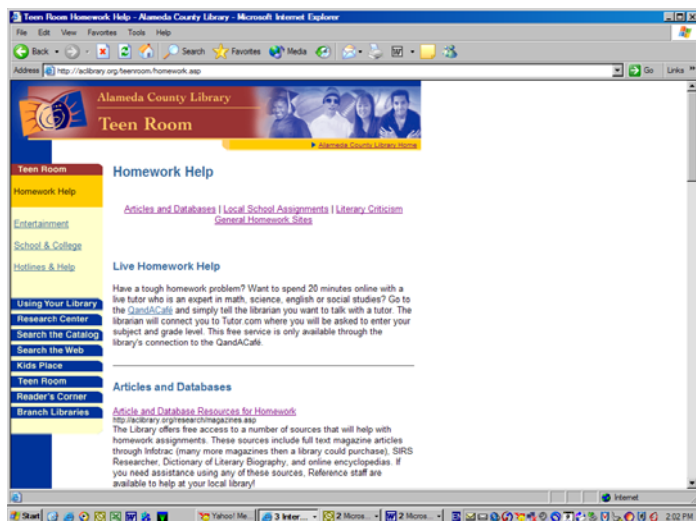
virtual reference services such as 24/7 Reference and Tutor.com.

◆ Enable School District staff to provide instructions on the Alameda County Library Homework Help web page for parents, students and staff giving information on accessing school assignments from classroom or teacher web pages.

◆ Increase staffing at the Reference Desk during the hours the Homework Center is open to provide reference assistance to both students and tutors.

◆ The Young Adult and Children's Librarian will collaborate with School District staff to monitor assignments and identify and pull library materials for temporary reference to reside in the Homework Center during the course of the assignment.

◆ The Young Adult Librarian will provide daily oversight to Homework Center activities.

◆ Once a month in the Homework Center, the Young Adult Librarian and Children's Librarian, in collaboration with School District staff will offer a class focused on improving students' library research skills. Classes will include how to use the library for research, how to use the library's website and instruction on using databases and Internet resources. The District will publicize these classes through fliers, and newsletters distributed to the student body.

◆ The Library will provide and maintain 30 portable computers for use by students in the Homework Center.

◆ The Library will keep reference copies of science and math textbooks for middle and high school students as supplied by the School District.

◆ The Library and School District will publicize and provide orientations to the Homework Center activities including the joint Homework Help web page.

Service Indicators:

◆ Number of students using the Homework Center.

◆ Number of library skills and research information classes taught in the Homework Center.

◆ Number of students who take classes on library skills and research information sources.

◆ Number of students using portable computers in the Homework Center and accessing the joint Homework Help web page.

B. Objective: The Library will dedicate 20% of its materials budget to purchase materials that are relevant and useful to students of all ages participating in Formal Learning Programs.

Library Role:

- The Library will allocate 20% of its materials budget to buy materials in support of Formal Learning Programs.
- The Library will evaluate, select, and purchase materials in all formats that support the school assignment needs of students especially those in grades K-12.
- The Library will conduct an annual survey of School District personnel and students regarding quality and quantity of materials.
- The Library will work collaboratively with the Castro Valley Adult School to provide services and programs targeting adult learners.

Service Indicators:

- Percent of titles purchased annually in support of Library users participating in Formal Learning Programs.
- Circulation statistics indicating rate of checkout for materials purchased in support of Formal Learning Programs.
- Percentage of School District personnel and students who indicate on a survey that needs are met by materials.

C. Objective: The Library will increase the availability of appropriate electronic technology so that Library users participating in Formal Learning Programs have the connectivity they need to accomplish their educational goals.

Library Role:

- Through the Library's centralized Information Services, select, evaluate, and provide access to online databases that support the research needs of students.
- Locate, evaluate and present within appropriate categories on the Library's website links that help people navigate the information resources on the web and at the Library.
- Provide a minimum of 57 public use computers connected to the Library's wide area network via high-speed data lines to provide Internet access and access to other online electronic information sources.
- Provide a technology infrastructure that is wireless friendly allowing users to access the Internet via the Library's wide area network from any location in the building.
- Properly maintain, replace, and update computer equipment.
- Provide meeting and conference rooms that are fully equipped to offer distance learning capabilities, webcasts or other video/text messaging systems via computer terminals or portable computing devices.

- Provide 30 portable computer devices in the Multipurpose Educational Center to assist with Internet usage and access to online electronic databases.

Service Indicators:

- Number of times and length of stay of Library users accessing online databases provided by the Library.
- Number of times and length of stay of Library users accessing websites from links on the Library's web page.
- Amount of use by Library users of equipment purchased in support of Formal Learning Programs.
- Percent of time computer equipment is up and running properly.

D. Objective: As part of a Joint Use Agreement with Castro Valley Unified School District, the Library and the School District will plan and operate a Computer Learning Center to assist students, parents and other caregivers to become skilled in using technology and in developing effective research skills to improve their school work and meet their personal goals.

Library Role:

- Offer monthly classes to K-12 students focused on how to use the Library's website, catalog, databases, and homework help links to support students' research and homework activities. Collaborate with District High School Librarian to develop curriculum.
- Workshops at the Library will be offered a minimum of twice yearly by the School District Librarian to acquaint parents with the School District's information literacy standards and the Library's resources.
- Offer introductory and advanced computer literacy classes to K-12 students teaching common computer applications directly supporting student needs for research and report writing including word processing and presentation applications. Collaborate with District staff in creating curricula and class instruction.
- Make available 30 portable computers with wireless access to the Library's network for computer and information literacy classes.
- Offer a minimum of 20 electronic databases including encyclopedias, full text periodical and newspaper articles, as well as Internet access, which support student's research needs. The following databases are examples of those that are especially helpful for students.
  - AccessScience, the Online Science and Technology Encyclopedia
  - American National Biography
  - America the Beautiful
  - Biography Resource Center
  - Enciclopedia Cumbre en linea
  - Expanded Academic ASAP
  - General Reference Center (Magazine Index)
  - Grolier Multimedia Encyclopedia

> ➢ Infotrac Custom Newspapers
> ➢ Informe!
> ➢ Lands and Peoples
> ➢ Learning Express Library
> ➢ Literature Resource Center
> ➢ LitFinder
> ➢ National Newspaper Index
> ➢ New Book of Popular Science
> ➢ Opposing Viewpoints Resource Center
> ➢ Oxford Reference Online: The Core Collection
> ➢ Student Resource Center
> ➢ SYB World (Statesman's Year Book)
> ➢ World Book Encyclopedia

Service Indicators:

- Number of computer and information literacy classes offered by the Library.
- Attendance at computer and information literacy classes.
- Attendance at workshops explaining information literacy standards of the schools and the resources of the Library.

E. Objective: The Library will provide ample group and individual study areas conducive to student learning.

Library Role:

- Create spaces in the Library that can accommodate both the need for quiet, independent study and the need for group studying.
- Provide at least one small conference room that can be reserved for group study sessions.
- Provide a minimum 50 percent increase in seating throughout the Library.

Service Indicators:

- Number of available seats during peak hours.
- Percentage of students indicating on an annual survey that the Library meets their needs for a positive learning environment.

Goal: General Information

The Castro Valley Library will serve the needs of residents for information related to school, work, career, personal enrichment, and both the local and global community, by becoming the information hub of the community, offering dynamic Reference and Information Services and building a current materials collection that is relevant to the information needs of the community.

Needs Met:

The Needs Assessment Survey reports that 61 percent of respondents see "general information" as the most important role for the Library in the next 5 years. 44 percent of respondents come to the Library to "do research." People need access to current, high quality information in multiple formats. They need professional reference assistance to help them locate information and materials and use the Library successfully. People need instruction in Library research, information literacy and computer skills. They need electronic access to the Library 24 hours a day, 7 days a week to look up their library card information, search the catalog, place holds, and conduct research.

A. Objective: As part of a Joint Use Agreement with the Castro Valley Unified School District, the Library and the School District will provide a Career Center.

Library Role:

♦ In collaboration with high school faculty and counselors, evaluate and select materials in multiple formats focused on job, career, college and test preparation information to support students researching careers and jobs.

♦ Provide space for Career Center events.

♦ Provide School District staff with information and materials needed to publicize the Career Center using their standard distribution and communications channels.

♦ In coordination with Counseling Staff from the High School, plan S.A.T. preparation study halls and tutoring sessions to coincide with administration of the S.A.T. exam.

♦ The School District and the Library will publicize the S.A.T. study sessions one month before the date of the exam.

♦ Collaborate with High School counseling staff to present a series of evening or weekend workshops for students on college admissions, financial aid, and other college information a minimum of twice yearly.

♦ Post job announcements, internships, and other educational opportunities of interest to students.

◆ Offer portable computers for students researching Career information.

◆ Continue to provide and maintain a job search tutorial on the Alameda County Library website as well as other Internet job search and career pathfinders.

Service Indicators:

◆ The size and currency of the career and job search collection.
◆ Number of workshops and attendance at workshops.
◆ Number of times a career and job-hunting web page is accessed.
◆ Circulation of career, job related materials, and exam study guides.

B. Objective: The Castro Valley Library will offer a current collection of print and electronic reference resources that cover a broad variety of topics to meet the needs of the community for general information and lifelong learning.

Library Role:

◆ Conduct customer surveys to solicit information to be used in purchasing materials for Opening Day collections.
◆ Select and purchase appropriate print and electronic information tools that will assist Library users in meeting their general information needs.
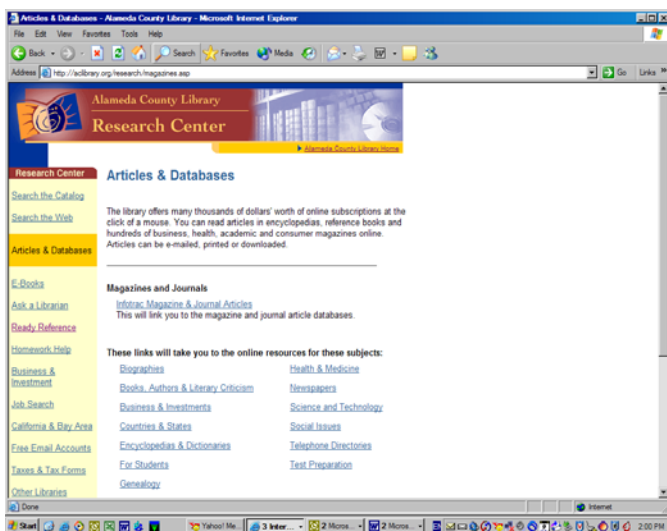
◆ On a monthly basis, provide added value by organizing and integrating information from subscription databases with Internet content into current and useful pathfinders and webliographies in order to assist users with their research and personal enrichment needs.
◆ Offer, a minimum of once a quarter, training programs to assist patrons in locating and using print and electronic resources relevant to their research needs.
◆ Create display areas for topical information.

Service Indicators:

◆ Number of Library users who used materials in the Library's Reference collection.

◆ Number of reference questions referred to second or third level reference backup.
◆ Number of times and length of stay of Library users accessing subscription databases provided by the Library.
◆ Number of times and length of stay of Library users accessing websites from Reference links on the Library's Web page.
◆ Fill rate for requests for materials.
◆ Circulation of materials from display areas.
◆ Customer satisfaction surveys.

C. Objective: The Library will provide timely, accurate and relevant Reference assistance in person or via e-mail, telephone, chat reference or other comparable technology in order to help users locate and evaluate information in pursuit of their goals.

Library Role:

◆ Staff the joint Reference/Children's Information Desk all the hours that the Library is open.
◆ Provide "roaming" reference service all the hours that the Library is open.
◆ Provide access to a minimum of 20 online databases through the County Library's website 24 hours a day, seven days a week.
◆ Provide access on the Library's website to "24/7 Reference Service" which offers live, interactive chat with an experienced reference librarian seven days a week, 24 hours a day.
◆ Recruit, hire and train Library staff skillful in consulting with Library users to determine their needs and in locating relevant information in print, non-print and electronic resources.
◆ Provide continuing education for Library Reference staff.

Service Indicators:

◆ Number of general reference questions answered in person in the Library, over the telephone, online or via e-mail.
◆ Circulation statistics.
◆ Quantitative data documenting continuing education for Library staff.
◆ Quantitative data reflecting online database usage.

D. Objective: The Library will maintain a Local History Information and Exhibit area designed to meet the needs of residents for information on the history of Castro Valley.

Library Role:

◆ Develop and maintain a collection of information on the history of Castro Valley that may include old telephone books, newspaper information files, local government documents, maps, and other ephemera. This includes digitizing all or some of the collection.

- Offer programs highlighting the history of Castro Valley.
- Maintain a local history exhibit and display case.

Service Indicators:

- Use of local history files.
- Attendance at local history programs.
- Number of local history items such as photographs, documents, and newspaper articles that are collected and/or digitized.

PART IV
Types of Services to be Offered

Adult Services

Description of Service:
Adult services encompass all the programs and collections the Library will provide to satisfy the needs of adults for recreational, informational and cultural enrichment. Adult services staff will maintain and develop the adult portion of the materials collection which includes bestsellers, fiction and non-fiction, periodicals and newspapers, and non-print formats such as videos, DVDs, books on CD, books on tape, music CDs and CD-Rom software. Adult services staff will develop recommended websites on books, reading, and specific areas of information and maintain the branch web pages.

Adult services will provide reference and reader's advisory to the public at the Reference/Children's Desk, by telephone and online as well as "roaming" customer service on site.

Adult services will plan and present programs, speakers, author events, book discussions, educational forums, community outreach efforts, exhibits and displays that provide intellectual and cultural enrichment for the community.

Implementation Plan: Adult services staff will focus on building and developing an excellent circulating collection of current and topical bestsellers and a well rounded collection of fiction and nonfiction materials based on the needs of the community. Based on recommendations in the Community Needs Assessment, Library staff will be increasing the size of the collection until it is at 2.5 per capita by 2020. The size of the International Languages collection and audiovisual materials will be significantly increased to reflect usage and demographics in the community. Collection development will also include continuous evaluation of the collection through weeding.

Library staff will merchandise the collection with attractive displays particularly in the New Book area, International Languages, Senior Area and the Magazine and Newspapers browsing Area.

The Library will also arrange library programs and events to inspire a lifelong engagement with reading and books by presenting author programs, book discussion groups and programs on current affairs.

At the Reference Desk, staff will provide reader's advisory service as well as reference assistance, in person, by telephone and online.

Adult services staff will assist patrons in using the Library's catalog, the Internet, and public-use computers that offer word processing and spreadsheet software.

Library staff will prepare web pages that promote recommended reading lists and Library resources particularly with regards to cultural awareness. Adult services staff will also maintain and develop the branch specific Web pages that include information about the community of Castro Valley, as well as Library events and programs and activities of the Friends of the Library.

Adult services staff will, in collaboration with community organizations and agencies, plan and provide outreach programs and services that take the Library out into the community it serves.

Staffing: The Adult services staff will include two full-time Reference Librarians, one half-time Reference Librarian and one half-time Reference Library Assistant.

Programming: Adult services staff will be responsible for adult programming including book discussion groups, author events, and educational forums on current affairs. These programs will be scheduled both in the Library and at other community forums. Adult services staff will also manage Library exhibits and special displays.

Collections: Adult services maintains, through selection and weeding, the adult collection including bestsellers, fiction, non-fiction, paperbacks, all audiovisual materials, periodicals and newspapers, and electronic resources.

Hours of Service: Basic Adult services are available to Library patrons all the hours the Library is open. Programming will be scheduled primarily during afternoons and evenings.

Partnerships: Partnerships relationships with the Friends of the Castro Valley Library, the Castro Valley Adult School, community organizations such as the League of Women Voters, American Association of University Women, Castro Valley Chamber of Commerce, and the Castro Valley Citizens for Middle Eastern Awareness will be developed and maintained.

How the Plan of Service for Adult Services Will Meet the Needs of Residents in the Library Service Area:

- Increasing the size of the collection. 92% of written survey respondents use the Library to borrow books, 63% said a larger book collection was the feature they'd most like to see in a new Library.

◆ Increasing the number and variety of programs and events offered at the Library. In one focus group, having a broad variety of programs for all ages was voted highest importance.

◆ Providing reference and reader's advisory assistance at the combined Reference/Children's desk all the hours the library is open. 44% of written survey respondents use the Library to do research. 61% saw the role of the Library as providing General Information as very important.

◆ Creating a welcoming, warm atmosphere in the Library that promotes the Library as a community gathering place. This will be done through programming, displays, merchandising the collection and recruiting community art exhibits. All four focus groups listed a "commons" or local gathering point in their list of highest priority for a new Library.

◆ Being proactive about initiating and maintaining excellent relationships and partnerships with community organizations and with the School District. The Needs Assessment details more than 20 community organizations that are interested in expanding partnership with the Library. The School District has demonstrated interest in expanding our partnership through the Joint Use Agreement.

Children's Services

Description of Service: Children's Services is a major component of the Plan of Library Service to be offered at the new Castro Valley Library. While children will have access to all of the Library's collections and services, the Children's Area will be the part of the Library where children, from birth through eighth grade will be able to find fiction and non-fiction books, paperbacks, books on tape/CD, CD ROMs, compact disk recordings, videos and magazines, and electronic resources selected for them by a designated Children's Librarian or Library Assistant. Special displays and handouts will highlight new and recommended material. The Children's Staff will be available to assist children in finding sources of information suitable to their needs and reading skill and to offer suggestions and guidance for recreational reading. Homework assistance will be available in the Homework Center afternoons from 3:30-5:30 p.m. on Monday, Tuesday, and Thursday and from 1:30-5:30 p.m. on Wednesday. Children's staff will work with School District staff to create and maintain the joint "Homework Help" web page that is part of the Library's joint use agreement with the schools. Children's Services staff will monitor assignments and pull library materials for temporary reference to reside in the Homework Center during the course of the assignment.

Staff will prepare and/or present an ongoing program of activities designed to excite, inform and educate children and their parents about all the resources and activities that can be discovered at the Library. Programs, which will be presented both onsite and in other community locations, will include preschool and toddler storytimes, special events for school-aged children and summer reading games. Staff will actively work with the schools to coordinate reading incentive programs throughout the year. Staff will arrange for class visits to the Library and visit classrooms in the schools to recommend materials and services available to children at the Library as well as to highlight links from the "Kid's Place" on the Library's web page to relevant websites. The emphasis for Children's Services will be to create a warm, friendly, inviting atmosphere that stimulates a love of reading and libraries in children from the earliest age through middle school.

Implementation Plan: The Children's Area will be a large, attractive and welcoming part of the Library. The Children's Reference Desk, part of the larger Reference/Children's Services Desk, will be staffed whenever the Library is open. Materials selected for children will be available in the Children's Area. Seating, reading and study areas will be designed for the comfort and appeal of children. There will be 12 sit-down and 2 standup computer workstations. Library staff will prepare and/or present activities and programs of interest to children and/or their parents. Library staff will arrange for class visits to the Library, visit classrooms and work with teachers and school librarians on the Library's response to homework assignments. Homework assistance will be available after school. The staff will meet formally and informally with children from the community and will be advocates for children's concerns within the Library and the community.

Staffing: Children's Services Staff will consist of 1 full time Librarian and two half time Library Assistants.

Programming: In addition to regularly scheduled preschool and toddler story times the Children's Staff will prepare and/or plan a minimum of 15 programs of particular interest to children and/or their parents each year.

Collections: The Children's collection will contain material of interest to children from birth through eighth grade. It will also contain material of special interest to parents. A range of media will be offered: books, textbooks, videos, books on tape/CD, compact disc recordings, CD ROM's, DVDs, magazines, and electronic resources.

Hours of Service: All of the Library's collections and services including those in the Children's Area will be available to children all of the hours the Library is open. The Children's section of the Reference/Children's Services Desk will be staffed whenever the Library is open. Homework assistance will be available after school and on weekends.

Partnerships: The Library will work with the Castro Valley Unified School District to make available in the Library copies of all the textbooks used in Castro Valley Schools. Library staff will work with faculty at the High School to recruit and train students from the high school to provide homework help in the Homework Center. Staff will work with teachers and school librarians to create Summer Reading Partnerships.

How the Plan of Service for Children's Services Will Meet the Needs of Residents of the Library's Service Area:

- Increasing the overall size of the children's collection. This was listed in the highest priority group by 2 focus groups and by 63% of written survey respondents.

- Providing more preschool and toddler programming to expose children to the pleasure of reading and books early in life. Requested by Castro Valley Mothers Clubs, highest priority in one focus group, 45 % of written survey saw it as very important.

- Providing more school-aged special events and reading incentive programs in conjunction with the schools. Enrollment in Castro Valley

Schools has increased 83% over the last twenty years. Reading incentive programs have been emphasized by the School District in focus groups and discussions and the Joint Use Agreement emphasizes the District's commitment to working with Library staff in creating and publicizing such programs.

◆ Provide space and resources for after school homework assistance. Homework help was emphasized in the focus groups. The Homework Center operated in the Library since 2000, has been heavily used.

Circulation Services

Description of Service: Circulation Services are an important component of the overall Plan of Service to be offered at the new Castro Valley Library. Circulation staff interacts constantly with customers, focus on flexibility, accommodation and fairness, and make on site decisions that result in success for Library users.

Circulation Services staff answer directional questions, explain Library policies regarding Circulation procedures, issue new and replacement Library cards, help patrons use express checkout machines, handle patron problems involving overdue, lost or damaged materials, and collect fines and fees. They are also responsible for check in of all materials, arranging for mending of damaged materials, responding to and searching for interlibrary loan requests, and expediting equipment maintenance and repair. Circulation staff take responsibility for building safety and visual supervision of the Library's entrance, lobby, theft detection system and Circulation areas, supervise ongoing and emergency maintenance of the building and provide other assistance as needed.

Implementation Plan: The Circulation/Accounts Desk will be one of two staffed service points within the Library (the other being the Information/Children's Services Desk). It will be close to the front entrance, highly visible, ADA accessible, and an obvious place for patrons to seek help if they need it. There will be three staff positions and each one will have an online workstation, receipt printer, 1 to 2 theft system desensitizers, a telephone handset and slotted storage for manuals and brochures. Two cash registers will be located centrally. A returns drop will be located in the lobby and an outside book drop will connect to the sorting and returns area as well.

Staffing: Circulation Services staff will consist of 1 full time Circulation Services Supervisor, 1 full time Lead Clerk, 9 half time Library Clerks and 10 half time Library Pages.

Hours of Service: Circulation Services will be offered all of the hours that the Library is open.

Partnerships: Circulation Services staff will cooperate with school libraries in the Library's service area to expedite the exchange of materials returned in error either to a school or to the Library.

How the Plan of Service for Circulation Services will meet the Needs of the Residents of the Library's Service Area:

Results of the Community Library Needs Assessment clearly demonstrate the importance of Circulation Services to community members. In response to the question "What services do you use at the Castro Valley Library?" 92% of the participants responded with "borrow books", by far the highest percentage received for any Library service. A "larger book collection" was rated by 63% of respondents as the change or new feature they would most like to see in the new Library. Residents of the Library's Service Area will be able to obtain Library cards, check out and return materials, pick up reserved materials, find materials in order on the shelves, resolve problems concerning overdue, lost, or damaged materials, use express checkout machines, copiers and other equipment and be treated respectfully and professionally at all times.

In keeping with the evolving standards for circulation services, the Castro Valley Library will offer "Express Holds" to expedite customer service and will set a goal of achieving a minimum of 60% of circulation being done at Self Check stations within six months of Opening Day.

Reference Services

Description of Service: Reference Services will make the Library the information hub of the community by providing fast, relevant, point-of-need service connecting people to the information that answers their questions and helps them use the Library, the Library's website and the Internet. The Library will deliver Reference services in person at the Reference Services Desk, over the telephone, via e-mail "Ask a Librarian" service and through participation in the 24/7 Reference service. In addition, Reference staff will have the option to use portable computing devices as they rove the stacks providing assistance to users.

The Library will provide research assistance through the Library's website by organizing and integrating information from subscription databases and other library resources with web content into electronic pathfinders.

The Library will develop and maintain a local history and local government documents collection.

The Library will continue to participate in consortium purchases of electronic content, interlibrary loan, Link+ and other cooperative services to meet patron needs for information not available locally.

The Library will continue to offer access to the Catalog and web based resources 24 hours a day, 7 days a week. Computers will be available throughout the Library facility as well as in the Electronic Information Center.

Reference staff will be available to assist users during all open hours and digital reference services will be available when the library is closed. The staff will be customer-focused and skilled in using both electronic and print reference tools and in reference interviewing techniques. Staff will offer training programs for the public in information literacy, and provide tours and orientations to community and school groups.

Reference staff will work with community based organizations to develop programs and services offered to identified constituents at locations throughout the community. These programs will both bring the resources of the Library to those who cannot easily use its services and inform those who are not regular library users of the possibilities offered to them by the Library.

33

Implementation Plan: In order to maximize efficiency, the Library will have one combined service desk with 5 staff positions for both Reference and Children's Information (two for Children's Services, three for Adult Reference). This desk will be the second service point within the Library and will complement the Circulation Service Desk. Each staff position will have a computer with a printer and a telephone. Reference services staff will have easy access to electronic sources and networked (possibly even wireless) devices so questions can routinely be answered via email and chat as well an in person or over the telephone. In addition, Reference services staff will be available to patrons by appointment for research consultation on longer, more involved questions. The desk must be ADA compliant in order that staff can easily assist disabled patrons.

Reference staff will assist users with various informational needs. The Library's service ethic will emphasize meeting patrons at their point of need whether that is on the telephone, in the stacks, at the Reference Desk or communicating via email or chat. Staff will assist patrons in finding and using all available information resources and services available through the Library's catalog and website, including subscription electronic resources, the open Internet, and the library's print collections.

Reference staff will be responsible for reference collection development including subject encyclopedias, handbooks, repair manuals, maps, local history, literary criticism, local government documents, biographical, medical and legal materials, business and career resources and consumer and community information. Reference staff will serve as guides to information resources by creating specialized web pages that highlight and integrate all available resources from the web and the Library on topics such as careers, cultural awareness and other identified research needs of the community.

Staffing: Staff will include two full-time Reference Librarians, one half-time Reference Librarian and one half-time Reference Library Assistant.

Programming: Reference staff will offer training programs for the public on information literacy skills. They will also offer programs on a variety of topics of interest to various community and constituent groups in Castro Valley. These programs will be offered in the Library, on the Library website and at other community locations.

Collections: The Library will build and maintain a high quality reference collection of informational materials both in print and electronic formats to support individual interests, formal educational pursuits, business and consumer interests, government, and community cultural needs. The print reference collection will include atlases, encyclopedias, handbooks, directories, maps, and business, medical and legal materials. It will also include local history materials and local government documents. The Library will provide electronic access to subscription databases that include indexing and full text access to periodicals and newspapers, and to databases and e-books for student research in social

studies, history, science, literature, business and career information, health, consumer, computer topics, genealogy and other resources as appropriate.

Hours of Service: Reference services in person or over the telephone will be available all hours the Library is open. After hours service will be available through 24/7 Reference and via e-mail "Ask a Librarian" reference service accessed from the Library's Website.

Partnerships: Partnerships will be developed and maintained between the Library and Link+, the 24/7 Reference Service, Bay Area Library and Information System, the Hayward Area Historical Society, and Alameda County Planning Department.

How the Plan of Service for Reference Services Will meet the needs of the residents of the Library's service area:

- ◆ Providing personalized, courteous, timely, and accurate assistance. 61% of survey respondents rated access to general information a "highest priority" and all the focus groups discussed the importance of reference materials and assistance in finding materials. Related topics such as assistance with homework assignments, access to information, especially business information and research assistance were mentioned in all the focus groups.

- ◆ Increasing the availability of current reference resources that include both print and online information tools. Survey respondents and focus groups recognized that access to relevant current reference sources whether in print or online is a vital role of the Library. 44% of survey respondents use the Library for research and 32% use the Library's online databases. Focus groups noted the need for online searching and searching of the Library's catalog from home or school.

- ◆ Teaching and showing people individually and in formal classes, and by preparing instructional handouts and web postings, how to use the Library, the catalog, the Internet and all the tools that might be needed for research or personal information needs. As the Library continues to add the online resources called for by survey respondents and in the focus groups, it will be necessary to instruct users both individually, in classes via handouts and web postings, to assist them in becoming able participants in new Library programs and services.

- ◆ Providing information on local government and planning issues that affect the community. 43% of survey respondents noted the importance of access to community and local government information.

Senior Services

Description of services: Older adults will find vibrant, current, stereotype free collections that support their lifestyle and meet their needs for recreational reading as well as their changing needs for information on health care, personal finance, second careers, retirement, technology, hobbies, genealogy, local history, travel, and entertainment. In addition to the materials available to everyone in the general collections, materials will be selected in a wide range of formats to include large type books, audiocassettes, electronic online databases, books on CD, videos, DVDs, music on compact disc, and senior activity kits to use with groups. The Library will plan special events and programs to appeal to older adults and actively cultivate relationships with organizations such as the Senior Center and other non-profit organizations to collaborate on programming and special services.

Implementation Plan: The Library will increase resources for seniors by building a high quality collection of materials in a wide range of formats. One member of the reference staff will be a designated liaison for Senior Services and will coordinate collection development and work with Alameda County Library's Senior Services Director to plan special programs and events.

The Library will offer creative programming with the goal of enhancing the quality of life for older adults and will solicit information from the target audience as a part of the planning process. Programming may include writing classes, computer classes, financial planning instruction, scrap booking, book clubs, or instruction on using the library for such things as genealogical research. The Library will continue to offer annual tax preparation assistance for seniors. The Library will stay in close contact with related senior organizations in the community such as the Kenneth Aiken Senior Center and the local chapter of AARP (American Association of Retired Persons) to collaborate on services and programs.

The Library will maintain a designated Senior Area near the magazine and newspaper browsing collection with comfortable, casual seating, computers, and a generous display area for community information.

The Library will recruit and train volunteers to visit the frail elderly and other people with disabilities through the Alameda County Library Senior Homeword Bound Program. Homeword Bound recruits and trains volunteers to visit homebound or institution bound people providing books and information for those who cannot physically come in to the Library. In addition, the Bookmobile will make regular stops at residential care facilities.

The Library will foster new alliances with other community organizations involved in serving the aging population in order to serve the broadest possible spectrum of older adults.

Staffing: One full time Reference Librarian designated as Senior Services Librarian.

Programming: Staff will coordinate with Alameda County Library Senior Services to bring creative and interesting programs to the Library targeted to the interests of older adults. Programs will include travel films, feature speakers on topics of interest to older adults such as financial planning, legal assistance or health care issues and classes in computer literacy. Programs will include refreshments and a chance for people to socialize with each other and Library staff. The Library will continue to offer annual tax preparation assistance for seniors.

Collections: The Library will build a high quality collection in a broad range of formats including large type books, books on tape, books on CD, videos, DVDs, music on CD, periodicals and newspapers. The collection will appeal to the recreational reading interests of older adults as well as meeting their information needs for material on health, retirement, personal finance, hobbies, travel and many other subjects. New and interesting materials will be merchandised and displayed in the Senior Area.

Hours of service: Senior Services will be available all hours the Library is open to the public. Senior programs will be presented frequently both days and evenings. Tax assistance will be available on a scheduled basis during the months of February, March, and April.

Partnerships: Community organizations including the local chapter of AARP (American Association of Retired Persons), the Kenneth Aiken Senior Center, the Castro Valley Adult School, residential retirement communities in Castro Valley and County agencies such as the Area Agency on Aging. This latter sponsors an InfoVan funded with a special grant, that travels to various locations throughout the county providing information to seniors on the various local, county, state and federal programs available. The InfoVan has already visited Castro Valley Library and with a new facility we would hope to continue and build on partnerships such as this.

How the plan of service for Senior Services will meet the needs of the residents in the Library's service area:

- Providing an increase in comfortable seating and spaces for people to linger and browse. 162 survey respondents wanted more comfortable seating, while 250 participants wanted a larger, more spacious facility.

- Providing increased programs, events and variety in the program offerings. Seniors were very well represented in the Community focus groups where suggestions ranging from a meeting room that could be used for film programs to adult programming in coordination with the Adult School were explored.

◆ Providing an increased, high quality, current collection of materials on topics of interest to older adults in multiple formats such as video and books on CD. Seniors were among the largest represented groups of the written survey respondents with 33% of the participants falling in the 45-64 age group and 24% into the 65+ group. Survey results rated a larger book collection in the highest priority group at 63%, while a large AV collection rated a 39% response.

◆ Creating a warm, friendly, welcoming environment in the Library. This was an area of particular interest to seniors. Survey respondents indicated a desire for a "larger, more spacious environment" at 57%, "more quiet areas" at 41%, "comfortable seating" at 37%, and "a café" at 32%. Focus group participants voted for "lighting/quiet space" and "comfortable chairs/furniture/good lighting" into the highest importance category.

FREE–no reservation required

Senior Program

From Himalayas to South India, Bombay to the Ganges, travel to one of the world's most ancient and mysterious civilizations.

Witness the amazing diversity and majesty in India's climate, customs, landscape, and architecture.

QUESTAR

TOURING INDIA

◆ Providing technology with a variety of options that may include ADA components such as track ball mice or special software for enlarged type as well as standard keyboards, and other software components. 49% of survey respondents rated Information Technology as "very important."

Young Adult Services

Description of Service: Young Adult Services is a priority within the overall Plan of Library Service to be offered at the new Castro Valley Library. While young adults will have access to all of the Library's collections and services the Young Adult Area will be the part of the Library where teens, ages 14 to 18 will be able to find fiction books, paperbacks and paperback classics, magazines and CD's chosen with input from the Castro Valley teens. The Young Adult section in the Library will provide teens with a space of their own in the Library where they can work on a computer, study, listen to music, or read books and magazines while slumped comfortably in furniture specially chosen for comfort, durability and design appeal.

The Young Adult Services Librarian will be responsible for coordinating joint use activities with the School District that include operating the Homework Center and planning programs for the Career Center on college admissions, S.A.T. preparation study sessions, and other cooperative events with the high school counseling staff. The Young Adult Librarian will also work closely with School District staff on a joint "Homework Help" web page. The Young Adult Librarian will also be involved in joint efforts with other Library staff and School District staff to present information literacy classes.

Implementation Plan: The Young Adult Area will be an informal, attractive area for teenagers. It will be visible and recognizable to teenagers from the Library entrance. Materials selected for young adults will be shelved here. Library staff will prepare and/or present programs of interest to young adults, work with local schools to arrange class visits to the Library and Librarian visits to the classroom and coordinate with teachers and school librarians the Library's response to class assignments. Staff will work with School District staff to recruit and train high school age volunteers to staff the Homework Center. The Young Adult Librarian will meet formally and informally with teenagers from the community and will represent young adults' interests within the Library.

Staffing: Young Adult Services Staff will consist of 1 full time Librarian.

Programming: The Young Adult Librarian will prepare and/or plan a minimum of 6 programs of particular interest to teenagers each year.

Collections: The collection will include Young Adult Fiction, paperbacks and paperback classics, Cliff's Notes, college catalogs, Young Adult music CD's, and Young Adult periodicals. The Young Adult Area will be adjacent to the Adult Audiovisual collection since some of the Young Adult videos/DVDs are shelved with the Adult audiovisual materials. The Career Center, geared toward high school students will have a collection of career books, exam books, college catalogs and college guides. A collection of high school math and science textbooks will be housed in the Homework Center.

Hours of Service: All of the collections and services of the Library including the materials, computer work stations, tables and chairs in the Young Adult Area will be available to teenagers all of the hours the Library is open. Library staff will be available to assist young adults all of the hours the Library is open. The Homework Center will be open after school and on weekends. The Young Adult Librarian will make it a priority to be available to teens after school, in the evening and on weekends.

Partnerships: The Library will work with the Castro Valley Unified School District to make available in the Library copies of all math and science textbooks in use in Castro Valley Schools. Library staff will work with School District staff to recruit and train students from the high school to provide homework help in

the Homework Center. The Young Adult Librarian will coordinate with teachers and school librarians so that the Library can respond with accurate and fresh materials to assist with homework assignments. Library staff will work with teachers and school librarians to develop and present a Summer Reading Game for teens and to create Summer Reading Partnerships. The Library will provide interesting and relevant community service opportunities, such as working in the Homework Center or serving as an Internet Docent, to meet the volunteer requirements for students of Castro Valley Schools. Staff will meet with the School District to develop and schedule Career Center programming.

How the Plan of Service for Young Adult Services Will Meet the Needs of the Residents of the Library's Service Area:

- By providing homework assistance to young adults. Homework assistance was highlighted by the Teen and School District focus groups as one of the most important services offered by the Library.

- Providing increased access to technology. Rated as a highest priority by the School District focus group and noted on both the general survey (32%) and in the Teen focus group increased access to technology is an important goal of the Library.

- Providing increased seating and group study space. Study space in Castro Valley is at a premium. The school libraries are closed by 4:00 p.m.

Participants in the Teen focus group rated increased seating and group study space among their highest priorities for the new Library.

◆ Providing a larger materials collection with emphasis on school assignment support. The size and content of the collection was discussed in every focus group and was a prominent concern of the survey. The need for up-to-date materials was noted in the Teen focus group.

◆ Providing volunteer opportunities for teens through peer tutoring opportunities in the Homework Center and S.A.T. preparation study sessions. It is increasingly common for schools to require students to become involved in their community by volunteering. The School District Focus group mentioned internships and community service opportunities as the kind of educational opportunities and School/Library partnerships the Library should work toward.

◆ Providing increased access to career information. The Teen focus group noted the Career Center as an area for improvement in the new Library. Teens voted to confirm that providing S.A.T. preparation sessions were among the highest level of features they'd like to see in a new Library. 73% of respondents to the survey indicated that Business and Career information is either a very or somewhat important role of the Library.

◆ Providing a Young Adult area with an inviting, comfortable ambience that gives teens a place to call their own in the Library. Teens in the focus groups gave their highest rating to the need for a large Young Adult area with comfortable seating for group study, listening to music, and socializing.

Joint Venture Project Services

The needs assessment identified a number of important service needs of K-12 students in Castro Valley that included homework assistance, more materials to support school assignments, access to technology, more group study space and individual seating, volunteer opportunities, career information, and classes on library skills and information literacy. The Library Plan of Service incorporates each of these needs in its description for Children's and Young Adult Services.

In addition, the Castro Valley Library and the Castro Valley Unified School District have entered into a joint use agreement to meet the needs of K-12 students with fresh and innovative programs. These joint use projects will center on the following services: Homework Center, Family Literacy Center, Career Center, and a Computer Learning Center.

In order to provide the space for these activities the new Library must have a Multipurpose Education Center in addition to other meeting or conference rooms. The Multipurpose Education Center should be large enough for 30 participants, and divisible so that two programs can occur simultaneously. Activities will be carefully scheduled to coincide with the availability of the space. The following chart gives an overview of the Multipurpose Education Center.

Sample Weekly Schedule

	Multipurpose A	*Multipurpose B*	*Multipurpose A & B*
Monday	Homework Assistance 3:30 p.m.–5:30 p.m.	Family Literacy 3:30 p.m.–5:00 p.m.	Career Center 6:00 p.m.–8:00 p.m.
Tuesday	Homework Assistance 3:30 p.m.–5:30 p.m.	Family Literacy 3:30 p.m.–5:00 p.m.	Career Center 6:00 p.m.–8:00 p.m.
Wednesday	Homework Assistance 1:30 p.m.–5:30 p.m.	Research Skills *First Wednesday* 2:00 p.m.–3:30 p.m. Computer Learning 4:00 p.m.–5:30 p.m.	
Thursday	Homework Assistance 3:30 p.m.–5:30 p.m.	Family Literacy 3:30 p.m.–5:00 p.m.	
Friday	Homework Assistance 3:30 p.m.–5:30 p.m. (If Library adds hours)		
Saturday	Computer Learning 10 a.m.–12:00 p.m.	Family Literacy 10 a.m.–12:00 p.m.	Career Center 1:00 p.m.–5:00 p.m.
Sunday		Computer Learning 1:00 p.m.–4:00 p.m.	

Homework Center

The Library will meet the needs of students for homework assistance, more materials for school assignments, group study space and volunteer opportunities by providing a Homework Center. The School District will work with the Library to train and monitor peer tutors in the Homework Center from the high school Interact Club and Service Learning Class. Using high school peer tutors will provide high school students with the opportunity to volunteer in the Library to fulfill community service requirements as well as gain valuable experience in the community that can be applied to college entrance requirements. The District faculty advisors of the Interact Club and Service Learning Class will be responsible for monitoring students who work in the Homework Center. The Young Adult Librarian will be responsible for scheduling and supervising peer tutors, providing sign-in sheets and badges, and otherwise providing oversight to the daily activities in the Homework Center.

The Library will provide space for a Homework Center targeted to students of all grade levels. The Center will be available afternoons from 3:30-5:30 p.m. Monday, Tuesday, and Thursday and from 1:30-5:30 p.m. on Wednesday for the entire year and will accommodate 15-30 students at a time. Participation in the Homework Center is optional.

The Library will provide 30 portable computers for use by students and tutors in the Homework Center. The portable computers will have a wireless connection to the Library's network enabling students access to the Library website, catalog, databases, Internet, and the joint Homework Help web page planned by the Library and School District. This will increase students' access to technology over and above the computers available in the Library and also mean the Homework Center can be transformed into a computer lab for library skills orientations.

School textbooks supplied by the School District will be available. All Math and Science textbooks used in the District for 6-12 grades will be included. The Young Adult and Children's Librarian will monitor assignments and pull library materials for temporary reference to reside in the Homework Center during the course of the assignment.

Library and School District staff will collaborate on building a joint "Homework Help" web page so that students, tutors, parents, and library staff will have easy access to information needed to complete homework projects. The page will reside on the School District's website and will include links to school and

classroom web pages, cross linking to both the public library and school library catalogs, electronic textbooks and other e-book collections, homework help pathfinders and links to virtual reference services such as 24/7 Reference and tutor.com. It will also include instructions on how students can find their assignments from classroom or teacher web pages.

This Homework Help web page is planned as a major resource tool for students in the Homework Center and for latchkey students working from home.

The Young Adult Librarian and the Children's Librarian will present classes throughout the school year focused on improving students' library research skills.

This service was selected to meet student needs because:

- Students, parents, school librarians, and teachers frequently suggested a Homework Center. The Library and School District piloted a program in the spring of 2000 at the current Castro Valley Library. It has been exceptionally successful, and is filled to capacity every day after school.

- All four focus groups named homework assistance as a vital service that should be provided by the Library.

Career Center

The Library and the School District will collaborate on providing a Career Center principally aimed at high school students. The Library will provide career information materials, job and school exam study guides, college catalogs, college guides, and resume preparation materials housed in the Reference section near the Multipurpose Education Center. The Library will post job announcements, internships and other educational opportunities of interest to students researching careers. The Library will sponsor S.A.T. study sessions and will collaborate with high school counseling staff to offer programs on college admissions, financial aid, or selecting a college by providing information on individual colleges.

Students will have access to 30 portable computers with a wireless connection to the Library's network for studying for exams, researching jobs or careers or preparing a resume. Students will also be able to use the portable computers for accessing CD-Rom software that accompanies many test preparation study guides as well as accessing online services offered by the Library such as Learning Express.

This service was selected to meet student needs because:

- Two of the focus groups noted career information as an area in the Library that needs improvement.

44

- 324 (73%) respondents to the Written Needs Assessment Survey indicated that Business and Career information is either a very or somewhat important role of the Library.

- The Teen Focus Group voted to confirm that providing such services as S.A.T. preparation sessions were among the highest level of features they'd like to see in a new library.

- Access to the High School career center is limited.

In addition to high school students, the Career Center will be available to anyone needing career and job information. The Castro Valley staff will identify and collaborate with other community agencies working with those seeking career or employment guidance.

Computer Learning Center

The Library will offer a Computer Center to assist students in becoming fluent in using technology effectively as a tool for completing their school work, conducting research, or seeking information for personal satisfaction.

Students will have access to 30 portable computers. Instructors will be able to convert the room to a computer lab for offering introductory and advanced computer and information literacy classes. In addition, the Library will continue to offer a full range of electronic databases as well as Internet access.

The District High School Librarian will supply current, District adopted information literacy standards and will teach regularly scheduled evening workshops to acquaint parents with those standards.

The High School librarian, in collaboration with the Young Adult Librarian and Children's Librarian will also offer workshops for parents and students on effective use of the Internet, subscription databases, library catalogs (both school and public library) and other electronic resources such as the joint Homework Help web page, to assure children's success in school.

This service was selected to meet student needs because:

- In the School District Focus Group, when asked what features participants would like to see in a new library, "more access to computer technology" received the highest number of votes.

- 141 (32%) of the written survey respondents asked for more Internet and computer access.

- 387 (71%) respondents to the written survey saw information technology as very or somewhat important.

Computer literacy is increasingly vital to those of all ages. Library staff will work with both Library customers and community agencies and service groups to identify and met their computer literacy needs.

Family Literacy Center

The Library and the School District will be dedicated to encouraging family literacy and reading activities for families with K-12 students in the District. The Literacy Coordinator for the School District will work with Library staff to train an adult volunteer coordinator to work with parents and other volunteers to coach students in grades K-8 on their reading. One-on-one tutoring will be scheduled after school and possibly on weekends. Volunteers will use reading strategies already in use in the school system such as the guided reading program developed by St. Mary's College and the reading recovery program.

The School District will bring in teachers to present family booktalking events. Other family literacy activities will include parent/child book discussion groups, intergenerational reading activities, and special ESOL family activities. Students will have access to portable computers equipped with software programs for practicing reading and writing skills.

The Library will also offer literacy classes to parents, caregivers and other adults through the "Write to Read" literacy program of Alameda County Library.

The Library will house a special collection of materials to assist volunteers, staff and teachers in working with students enrolled in literacy classes. This collection will be housed in the staff area of the Library and be readily available to Instructors and students when needed for classroom use.

This service was selected to meet student needs because:

 ◆ The District focus group particularly noted literacy programs as an area for expansion.

 ◆ In the written survey, 323 (73%) respondents saw the Library's role as a basic literacy provider to be very or somewhat important.

PART V
Jurisdiction-Wide Service

The County Library provides library services to five participating cities, the unincorporated areas, and County institutions through three program areas: Public Services, Administration and Support Services, and Technical Services and Information Technology. Services are provided in the cities of Dublin, Fremont, Newark, Union City, and Albany. Branch libraries in San Lorenzo and Castro Valley serve unincorporated areas. Outreach services are provided through the Bookmobile, the Literacy Program, the Senior Outreach Program, the County Jails Library Program, and by contract to the Federal Correctional Institution in Dublin.

Public Services provides direct user services for children, young adults, adults, and senior adults and system-wide coordination of quality public services. The services include providing a collection of materials including books, magazines and newspapers, videos, audio-cassettes, compact discs, and electronic resources for users of all ages; reference and information services in person and by telephone; Internet access for the public; special programming for children, including the Summer Reading Game and the Booklegger Program which utilizes volunteers to give book talks to school age children; literacy tutoring, including a Jails Literacy Program; and a Senior Outreach Program using volunteers to take library materials to shut-ins. Public Services is also responsible for the content and development of the Library's website.

Administration and Support Services provides centralized system-wide management and administration of the department including personnel and payroll services; emergency staffing and scheduling; secretarial and clerical support; building maintenance; centralized purchasing of office equipment and supplies; business and accounting services for the payment of system invoices; delivery services from the administrative headquarters and between branch libraries; centralized mail services; and community and public relations coordination for the system.

Technical Services and Information Technology provides system-wide support for the management and maintenance of an integrated automation system, providing both circulation services and online catalog information for the public (including dial-in access to the catalog and Internet access), system automation training, and public and staff computer support; centralized ordering, cataloging, and processing of library materials; and centralized inter-library loan services within the library system and to outside libraries. The Information Technology Unit is responsible for maintaining and updating the Library's website.

The Alameda County Library provides library service to seven distinct communities. Fremont, a city of over two hundred thousand residents and the largest city in the Library's service area, has one large library that serves as the main library for the entire system. Fremont also has three smaller community branch libraries in Centerville, Irvington and Niles. With populations of less than

100,000 people, Albany, Castro Valley, Dublin, Newark, San Lorenzo and Union City, each have one large full-service library, and no branches. It is the intent that the new Castro Valley Library will serve as a full-service community Library for Castro Valley without branches.

In 1998 the County Library completed a five-year strategic plan. This was a collaborative, interactive process that involved the participation of approximately 700 people from the various communities served by the Library system. The Strategic Plan Steering Committee and the community together defined the Library's mission and vision and articulated goals and objectives to achieve both. In 2002, Library staff re-articulated the Library's values and set new goals and objectives. The organizing values of the Alameda County Library include accessibility, community involvement, customer service, respect for diversity, relevant library collections, friendly, comfortable libraries, intellectual freedom, the right to privacy, and appreciation of library staff, library volunteers, supporters and advocates. Each of these values is reflected in the Plan of Service for the Castro Valley Library.

The proposed project for a new library building of 41,331 square feet in Castro Valley will enable the County Library to meet its strategic planning goal of working with communities to develop or implement plans for new or improved facilities. Not only does the proposed project provide a substantial expansion in the square footage available, but it also will make available the facilities to effectively meet all the Library's planning goals including state-of-the-art technology and adequate space for growth of collections and provision of the wide range of services needed by the Castro Valley community.

The Castro Valley project will fit in the current objectives of the countywide plan of service as follows. The County plan looks to:

◆ Ensure that all libraries are open 100% of scheduled hours. The Castro Valley Library will be open 100% of scheduled hours.

◆ Increase library hours per week based on available funding. Based on both goals and objectives articulated in our Strategic Plan and on the information received from both focus groups and written surveys, additional hours are a high priority to members of the Castro Valley community. The jurisdictional average is 38 open hours per week. Castro Valley is currently open 43 hours per week. It is the intent of the County Library, subject to future budgetary resources, to increase the Castro Valley Library's open hours to 63 per week.

◆ Develop library collections by purchasing materials that are up-to-date and relevant to the needs of the communities served. The overall materials budget for the County Library is $2,299,194. Castro Valley Library's current materials budget is $254,777 including its pro-rata share of system-wide resources such as electronic databases. It is the intent of

the County Library, subject to future budgetary resources, to increase the materials budget for the new Castro Valley Library by 25%.

◆ Open and remodel library facilities as needed. The County Library opened a new facility in Dublin the spring of 2003. Further, the communities of Castro Valley, San Lorenzo, Union City, and Newark are all looking at facility replacement or remodeling. Castro Valley Library is the oldest of the four buildings under consideration for replacement or remodeling. It is in the worst condition and has had the longest history of citizen involvement in the replacement process. At this time, replacement of the Castro Valley Library is the jurisdiction's first priority among considered replacement projects.

In the future, should Castro Valley experience an unanticipated growth in the population, the County Library would investigate options to either expand the building or build an additional branch library for Castro Valley. The current site for the new facility is contiguous to underdeveloped land that is now a trailer park; as redevelopment plans progress in Castro Valley it is possible this land could become available for a library expansion project in the next twenty-five to thirty years.

PART VI
Technology Executive Summary

The Castro Valley Library will use technology to enhance and support the service priorities for both the Castro Valley Library and the Alameda County Library as a whole. In the Castro Valley Library, technology will be the tool to access information, create and explore our world. The technology will be designed to be as invisible as possible, eliminating rather than creating barriers for staff and customers. Wireless access in all parts of the building, access to meetings rooms equipped with electronic whiteboards and video projectors as well as access to networked computers create a Library where access to electronic information is encouraged and enabled.

Best known practices have been identified that will facilitate the integration of future technologies supporting the Library mission. These "best practices" will allow for flexibility in placement of equipment and types of equipment and applications used. These include:

- Physical spaces supporting current and anticipated technology systems and architectures.
- Mechanical (HVAC) and Electrical building systems specifically tailored to support current and future library technology systems.
- Raised-floor spaces supporting a flexible cable topology and facilitating future augmentation and reconfiguration of technology access points.
- Integration of traditional audio/video media equipment within the network.
- Creation of a MyLibrary/My Millennium Web portal.
- Use flat-screen LED monitors that reduce power consumption, heat generation, and physical barriers between public and staff.
- Facilitate the use of thin client technology where possible.
- Integration of broadband video (e.g., CATV, MPEG2-encoded streaming video) programming within the network.
- Structured wiring design supporting transport of integrated voice, data, and video information.

The ability to use portable and personal computing equipment throughout the building is essential. Selected reader seating in the Library will supply electrical outlets and data ports for plug in access to the Library's network. The entire facility will be equipped with wireless hub that meet the 802.xx wireless protocol that is most current at the time the Library opens. Units that can deliver multiple protocols (A, B, G, and future protocols) will be preferred over single protocol devices.

Technology enables the Library to extend its services beyond its walls offering "anytime, anywhere" access to Library and information services through the Library's website *(www.aclibrary.org)*. Customers can access their own accounts from any web-based browser and view items checked out, place holds and pay fines or fees online through a secure system. Using web pathfinders

professionally selected by Library staff as well as the Library's subscription databases, people will have comprehensive access to the best information content on the web and to thousands of electronically available magazine and newspaper articles, encyclopedia articles, and proprietary information on health and medicine, business and investments, and resources for student research. The MetaSearch tool in the Library's automated system, Innovative Interfaces, will allow people the option to search multiple resources simultaneously and receive context sensitive links to book jacket images, table of contents, abstracts, and reviews.

Library customers will also be able to ask reference questions via the Library's email "Ask a Librarian" service or through live, interactive chat with a Reference Librarian staffing the 24/7 Reference Service.

The Library has a joint use agreement with Castro Valley Unified School District to meet the needs of K-12 students with a Homework Center, a Career Center, a Family Literacy Center and a Computer Learning Center. These services will be available to K-12 students in a dedicated, flexible use Multipurpose Education Center, fully equipped with the latest in multimedia and telecommunications technologies. The Library will supply 30 laptop computers for use by K-12 students in all these programs while also allowing the room to be transformed into a computer lab at any time.

The Library will utilize self-service options to the fullest extent possible. Three self-check units are currently planned to be operational on Opening Day for the Castro Valley Library with an increase to installation of five self-check units as pricing permits.

The wireless networking will allow library staff to use handheld devices in the Library to take service directly to the user. The network printing services enables customers to print with a debit card, e-mail documents to themselves or others, or scan hardcopy to e-mail.

The number and distribution of workstations in Castro Valley Library is based on current best practice which suggest a range of one computer per 750 to 1,250 people served, with all reader seating wired to accommodate electrical power for portable computers. The Library will expand the number of networked PCs available for patrons from nineteen to eighty seven distributed throughout the facility, and using a self-service time-out management system to monitor patron use of the equipment.

This technology plan is divided into three parts. The first looks at specific supporting technologies for the goals, objectives and types of services outlined in the Plan of Service. The second part looks at how technology will be deployed in the Castro Valley Library and the third part provides an overview of the County Library's technology infrastructure, which will be used to support the delivery of services at the Castro Valley Library. This part also includes technical specifications for equipment to be used in the Castro Valley Library.

Section I
Supporting Technologies for the Goals, Objectives, and Types of Services

The goals stated in the Castro Valley Library Plan of Service articulate the Library's commitment to education, cultural awareness and a community "commons." Information services for all Library customers, as well as age specific services for children, teens and seniors will depend on technology to serve as the conduit through which Castro Valley Library users will become connected – to new skills, to information and entertainment, to their community and to the wider world.

Goal: Basic Literacy

The Castro Valley Library will serve the needs of both adults and children to reach their literacy goals by providing a learning environment, specialized materials, appropriate technology, and specialized classes and events that inspire and encourage people of all ages in their lifelong engagement with reading, books and libraries.

A. Objective: In a joint use agreement with the Castro Valley Unified School District, the Library and the School District will establish a Family Literacy Center dedicated to encouraging family literacy and reading activities by providing classes, family programming, ESOL activities and other reading events throughout the calendar year.

- The Library will provide a Multipurpose Education Room, a divisible room equipped with thirty portable computers, tablet PCs or other portable computer devices.
- The Multipurpose Education Room will be equipped with two electronic white boards on opposite walls. These will allow students and teachers to share information written on the white boards and also provide projection surfaces for both sections of the room.
- The room will be equipped with wireless technology, enabling the computer equipment to be used in a wide variety of configurations in the room. The wireless protocol chosen will be an 802.11 protocol that is most current at the time the library opens. Units that can deliver multiple protocols (A, B, G, and future protocols) will be preferred over single protocol devices.
- 2 ceiling mounted projection units will be mounted, one on each side of the divisible room.

52

- Printing from the Multipurpose Education Room will be to the printing/coping center.
- Alpha Smart, a hardware product designed specifically for learning disabled children will be installed. Learning disabled children have problems with the distracting interface of Windows; Alpha Smart supports their use of e-mail and the creation of computer-based homework assignments.
- In conjunction with the Castro Valley Unified School District, the Library will provide a joint homework help website focusing on information and other websites useful to students K-12.

B. Objective: The Library will offer multiple classes (minimum of three weekly) for adult learners throughout the year.

- Software designed for adult learners will be loaded on the thirty portable computer devices. Adult learners very often have different learning needs and styles and the various software programs will accommodate these varied learning needs and styles.
- Programs designed for ESL students learning English will also be installed. These will include programs that help individuals learn to read and write in English.
- In the Multipurpose Education Room, one of the portable computer devices will be designated as a teacher PC. This PC will be equipped with classroom computer lab software, so the teacher can monitor student work, share his or her desktop with the students or take control of a student's PC.
- In conjunction with the overhead projector, a KVM switch will allow the teacher to display any student's screen through the overhead projector.

C. Objective: The Library will encourage reading and literacy among pre-schoolers by offering multiple preschool story-times, toddler oriented story-times and other preschool programming throughout the year.

- The Library will subscribe to an online children's e-book collection. These include books suitable for story time. This program will allow children to read the books themselves or have someone read them the book. In some instances, the e-books have audio capacity and the children can watch and listen to a book being read.
- The children's e-book collection will also be useful for story-times. Stories can be projected page by page on a screen, leaving the story reader able to watch with the children and read to them.
- The Library will invest in online storybooks. These can be used by children at home, in the library, with a caretaker or alone, and will help introduce preschool children to the delights of literature.
- Story-times will be, in accordance with current copyright laws, filmed and saved in streaming video/audio format. This will allow children to view them again, from home or in the library.

Goal: Commons

The Castro Valley Library will answer the request of residents for a gracious community centered public building by providing facilities and programs for community events, local art displays, and spaces that welcome the use of the Library as a community gathering place.

A. Objective: The Library will provide a large meeting room and a conference room with state of the art audio, video and telecommunications connections and equipment.

- The meeting room policy will be available on the Library's website.
- Booking reservations for the meeting and conference room will be available on the Library's website.
- A state of the art audio and lighting system, with capability to create sound and stage experiences in the meeting and conference rooms as well as other areas of the commons will be installed.
- The meeting and conference rooms will be setup with telecommunications capability.
- The meeting and conference rooms will be equipped with electronic white boards for conferencing, saving images to PCs, or as a projection surface.
- The meeting and/or conference rooms will be equipped with a quad plasma screen. This will allow the room to be used as a media center. Wireless headphones will provide access to the sound when needed.

B. Objective: The Library will provide social spaces for informal community gathering including a cafe, a bookstore, and an Art Exhibit Hall during all open hours.

- A state of the art sound and light system will be installed with the ability to create stage-like experiences in these areas.
- The lighting in the gallery will be flexible, so that lighting can be changed to suit the needs of different installations of work.
- The gallery will be equipped with high-speed network connections that will provide for the installation of electronic and interactive displays.
- The gallery will be equipped with a plasma or quadrant display for showing of electronic artwork.
- The Library's website will be used to promote the Commons space, seeking artwork that can be displayed in the area.
- All areas of the commons will provide access to the wireless network that will be available when the Library is open.

Goal: Cultural Awareness

The Castro Valley Library will promote cultural awareness to help satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others.

A. Objective: On opening day the International Language Collection will be at a minimum of 3% of the total materials collection and will be increased by 1% a year until it is a minimum of 5% of the total collection. The ratio of international language materials will correspond to the socio-demographic profile of the Castro Valley service area as well as the stated materials and languages preferences of the Castro Valley Library customers.

- Selectors of materials for the International Language Collection will be able to evaluate and select material online from two vendors. Book Wholesalers, Inc. and Brodart Company both vendors of books and other media to the library community.
- Library staff will have access to Books in Print to check status of particular publications.
- The Library's Technical Services Unit will use various online applications and vendors to purchase, catalog and process material for the Library. These online resources include Book Wholesalers, Inc., Brodart Company, PanAsian and OCLC.
- The Library's website will be translated into at least two languages, Spanish and Chinese. Demographic statistics cite these 2 languages as having the most speakers of languages other than English in Castro Valley.
- Booklists, listing new books in various International Languages will be posted on the Library's website.

B. Objective: The Library will offer at least four programs a year to promote cultural awareness.

- Events will be publicized on the Library's website which will be available in Spanish, English and Chinese. The notices will be translated into other languages as appropriate.
- Technology in the meeting and conference rooms, including state of the art audio and video, and wireless technology will enable a wider variety of programs to be offered.

C. Objective: The Library will actively recruit at least four exhibits a year with specific cultural awareness themes for either the Art Exhibit Hall or Library display cases.

- Library staff, along with community members, will plan, present and publicize art exhibits and Library displays with a cultural awareness theme.

◆ The website and other media will be used to recruit displays and exhibits that have cultural relevance to the community from appropriate community groups.
◆ The Library's website will promote the Commons space, particularly the Art Exhibit Hall, seeking artwork that can be displayed in the area.
◆ The technology in the Art Exhibit Hall, including state of the art audio and video, wireless technology, and ability to display electronic art, will enhance the ability of the Art Exhibit Hall to display a wider variety of art forms.

D. Objective: The Library will offer signage, current Library brochures, marketing materials, the library catalog and the Library's website in at least three different languages based on the linguistic make-up of the community.

◆ The Library will enhance the online Catalog with character sets in non-roman languages.
◆ The Library will translate the Library's catalog and the Website into at least Spanish and Chinese
◆ The Library will translate particular items into other languages as appropriate.

E. Objective: The Library will produce at least five booklists or Web pages per year to highlight the Library's resources and services relating to the cultural heritage of Castro Valley residents.

◆ The Library's website will be available in at least three languages.
◆ Web pages that highlight the heritages of a cultural group with a language other than Spanish, English or Chinese will be translated into that language.

Goal: Current Topics and Titles

The Castro Valley Library will meet the needs of residents for materials and services that satisfy the community's appetite for information about popular cultural and social trends and satisfy customers' interest in recreational reading, listening and viewing.

A. Objective: The Library will provide timely access to current, high demand and popular materials in a wide variety of formats, languages, and reading levels in sufficient quantities so that the ratio of requests to number of copies never falls below 1:4. (1 copy for every 4 requests).

- Library staff will be able to use Palm or other wireless devices for checking out books to customers in locations away from the circulation desk.
- Selectors of materials for students of all ages will be able to evaluate and select material online from two vendors. Book Wholesalers, Inc. and Brodart Company. Both are vendors of books and other media to the library community.
- Library staff are able to electronically access to Books in Print to check status of particular publications.
- Subject to budgetary resources, the Library plans to install RFID technology to enable faster and more accurate checkout. Patrons will be able to simply stack material on the self-check unit and the barcodes will automatically be scanned.
- Subject to budgetary resources, the Library intends to install RFID which will provide more accurate check in and faster return of materials to the shelf through the use of automatic check in and sorting of material according to shelving location.
- The Library's Technical Services Unit will use various online applications and vendors to purchase, catalog and process material for the Library. These online resources include Book Wholesalers, Inc., Brodart Company and OCLC.
- Customers will be able to sign up for notification by author, title, or subject matter of new releases, and have an option to place a hold on them.
- Customers who provide their e-mail address to the library will be able to receive notices about holds, overdues, and courtesy notices, letting them know that items they have checked out will soon be due.
- The Library's catalog will be enhanced with special content, such as cover art, table of contents, author information, summaries, and sample pages.
- My Millennium/My WebOpac will have access to the Library's catalog and databases, and will also provide the Library with the possibility of allowing customers to save bookmarks, use online office software and store files on the Library server or use the storage provided for games and large files.
- Customers can process online fiscal transactions, such as paying fines and fees or making donations to the Library Foundation, in a secure environment

57

◆ Customers will be able to search not only the Library's catalog but will through a single, consolidated process search the Library's catalog, online databases and the web.

B. Objective: On opening day the audiovisual collection will be at 12% of the total materials collection and will be increased by 3% a year until it is 18% of the total collection.

◆ Selectors of AV materials will be able to evaluate and select material online from two vendors, Book Wholesalers, Inc. and Brodart Company both vendors of books and other media to the library community.
◆ Library staff will have electronic access to Books in Print to check status of particular publications.
◆ The Library's Technical Services Unit will use various online applications and vendors to purchase, catalog and process material for the Library. These online resources include Book Wholesalers, Inc., Brodart Company and OCLC.

C. Objective: The Library will offer programs related to current topics and popular reading, including author programs and book discussion groups, and programs that promote and encourage reading for children, young adults, adults and seniors at least 20 times a year.

◆ The Library's meeting room will be a divisible room with access to a state of the art sound system and lighting system.
◆ A state of the art audio and lighting system will be installed, with the ability to create sound and stage experiences in the meeting and conference rooms, as well as other areas of the commons.
◆ The meeting and conference rooms will be equipped with telecommunications capability.
◆ The meeting and conference rooms will be equipped with electronic white boards to be used for conferencing, saving images to PCs, or as a projection surface.
◆ Select programs will be, in accordance with legal requirements, filmed and saved in streaming video/audio format to allow library customers to view them from home or in the library.

D. Objective: The Library will provide an increased selection of current and popular magazines and newspapers including those in languages other than English.

◆ Current and popular magazines and newspapers in international languages other than English will be cataloged in the Library's ILS system, Innopac.
◆ Links to online magazines and newspapers in international languages other than English will be cataloged in the Library's ILS system, Innopac and linked on the Library's website.

Goal: Formal Learning

The Castro Valley Library will serve the needs of residents for formal learning support by offering services and programs for students of all ages engaged in a formal or informal program of education.

A. Objective: In a joint use agreement with the Castro Valley Unified School District, the Library and the School District will operate a Homework Center every afternoon from 3:30-5:30 p.m.

◆ The Homework Center will be in the Multipurpose Education Room and will have dedicated wireless access, electronic white boards for group or individual work, access to thirty portable computers, and the ability to project images from those computers via a ceiling mounted projector. Educational programs will be held in the Multipurpose Education Room in conjunction with the Castro Valley Unified School District.

◆ The Library's ITU will configure the portable computers with various profiles that provide access to desktops suitable for different classes and tutoring sessions.
◆ Library and School District staff will collaborate on building a joint "Homework Help" web page. The page will include links to school and classroom web pages, cross linking to both the public library and school library catalogs, electronic textbooks and other e-book collections, homework help pathfinders and links to virtual reference services such as 24/7 Reference and Tutor.com.

◆ The Library currently provides the following online resources that provide assistance to students in K-12 education. As they become available the Library will continue to select and purchase online education resources, either individually or in a consortium purchase with other libraries.
   ➢ AccessScience, the Online Science and Technology Encyclopedia
   ➢ American National Biography
   ➢ America the Beautiful
   ➢ Biography Resource Center
   ➢ Enciclopedia Cumbre en linea
   ➢ Expanded Academic ASAP
   ➢ General Reference Center *(Magazine Index)*
   ➢ Grolier Multimedia Encyclopedia
   ➢ Infotrac Custom Newspapers
   ➢ Informe!
   ➢ Lands and Peoples

- ➢ Learning Express
- ➢ Literature Resource Center
- ➢ LitFinder
- ➢ National Newspaper Index
- ➢ New Book of Popular Science
- ➢ Opposing Viewpoints Resource Center
- ➢ Oxford Reference Online: The Core Collection
- ➢ Reference USA
- ➢ Student Resource Center
- ➢ SYB World (Statesman's Year Book)
- ➢ World Book Encyclopedia
- ➢ 24/7 Reference
- ➢ Tutor.com (through 24/7 Reference website)
- ◆ The Library currently provides access to over 5,000 e-books, and will continue to support this media. Future e-book purchases will include community language collections (books in Chinese, Spanish or other language spoken in the community), children's book collections, and textbook collections.

B. Objective: The Library will dedicate 20% of its materials budget to purchase materials that are relevant and useful to students of all ages participating in Formal Learning Programs.

- ◆ Selectors of materials for students of all ages will be able to evaluate and select material online from two vendors, Book Wholesalers, Inc. and Brodart Company both vendors of books and other media to the library community.
- ◆ Library staff will have access to Books in Print to check status of particular publications.
- ◆ The Library's Technical Services Unit will use various online applications and vendors to purchase, catalog and process material for the Library. These online resources include Book Wholesalers, Inc., Brodart Company and OCLC.

C. Objective: As part of a Joint Use Agreement with Castro Valley Unified School District, the Library and the School District will plan and operate a Computer Learning Center to assist students, parents and other caregivers to become skilled in using technology and in developing effective research skills to improve their school work and meet their personal goals.

- ◆ The Computer Learning Center will be in the Multipurpose Education Room and will have dedicated wireless access, electronic white boards for group or individual work, access to thirty portable computers, and the ability to project images from those computers via a ceiling mounted projector.
- ◆ Online databases such as those listed in Objective A will continue to be evaluated, selected and purchased by the Library, either individually or with a consortium purchase.

- ◆ The Library's ITU unit will configure the portable computers with access to the Library's wireless network.
- ◆ The Library's ITU will configure the portable computers with various profiles that provide access to desktops suitable for different classes and tutoring sessions.

D. Objective: The Library will provide ample group and individual study areas conducive to student learning.

- ◆ All seating areas in the Library will be equipped with wireless access, electrical outlets and wired ports for customer's equipment.
- ◆ The Library's website will include applications for use of library meeting rooms and booking software for meeting rooms.
- ◆ The Library will provide guidelines for use of the meeting rooms on its website.

Goal: General Information

The Castro Valley Library will serve the needs of residents for information related to school, work, career, personal enrichment, and both the local and global community, by becoming the information hub of the community, offering dynamic Reference and Information Services and building a current materials collection that is relevant to the information needs of the community.

A. Objective: As part of a Joint Use Agreement with the Castro Valley Unified School District, the Library and the School District will provide a Career Center.

- In support of High School students taking the SAT and other tests, the Learning Express online resource will be offered on the Alameda County Library's website.
- High School counseling staff will present workshops for students on college admissions, financial aid, and other college information.
- The Library's website will have a Career Center page, with access to various online job boards, sites that offer assistance in creating resumes, cover letters, sites that contain tips on getting a job, career pathfinders, and other sites appropriate to a Career Center. The following online resources are currently available to aid job seekers. The Library will continue to evaluate, select and purchase online resources useful to those seeking employment, either individually or in a consortium purchase with other libraries, as they become available.
  - ➢ Business & Company Resource Center
  - ➢ Conference Board Research Database
  - ➢ CorpTech: Technology Company Information
  - ➢ General BusinessFile ASAP
  - ➢ Hoover's Online (Pro Access)
  - ➢ Infotrac Custom Newspapers
  - ➢ Learning Express
  - ➢ Morningstar
  - ➢ National Newspaper Index
  - ➢ USA Trade Online
- The thirty portable computers will offer a profile specifically designed for students researching Career information.
- Selectors of materials for the Career Center will be able to evaluate and select material online from two vendors. Book Wholesalers, Inc. and Brodart Company both vendors of books and other media to the library community.
- Library staff will have access to Books in Print to check status of particular publications.
- The Library's Technical Services Unit will use various online applications and vendors to purchase, catalog and process material for the Library. These online resources include Book Wholesalers, Inc., Brodart Company and OCLC.

B. Objective: The Castro Valley Library will offer a current collection of print and electronic reference resources that cover a broad variety of topics to meet the needs of the community for general information and lifelong learning.

- Staff of the Alameda County Library will select and purchase electronic information tools that will assist Library customers in meeting their general information needs. Currently, the Alameda County Library subscribes to the following electronic tools designed to meet the general information needs of the Library's customers. The Library will continue to select and purchase online resources, either individually or in a consortium purchase with other libraries, as they become available.
    - AccessScience, the Online Science and Technology Encyclopedia
    - American National Biography
    - Ancestry Plus
    - Biography Resource Center
    - E-Books from NetLibrary
    - General Reference Center (Magazine Index)
    - Grolier Multimedia Encyclopedia
    - Health & Wellness Resource Center
    - Health Reference Center
    - Infotrac Custom Newspapers
    - InfoTrac OneFile
    - Informe!
    - Literature Resource Center
    - LitFinder
    - National Newspaper Index
    - Natural Medicines Database
    - Oxford Reference Online: The Core Collection
    - Reference USA
    - STAT-USA
    - SYB World (Statesman's Year Book)
    - USA Trade Online
- The Library will provide added value by organizing and integrating information from subscription databases with Internet content into current and useful pathfinders and webliographies in order to assist customers with their research and personal enrichment needs.
- The Library will offer training programs to assist customers in locating and using print and electronic resources relevant to their research needs.
- To assist Customers with Learning Disabilities and problems typing, the Library will use Intellikeys. This product utilizes hotkey technology to create a template for the keyboard. Templates for the Senior and Children's computers are attached as examples.

C. Objective: The Library will provide timely, accurate and relevant information assistance in person or via e-mail, telephone, chat reference or other comparable technology in order to help customers locate and evaluate information in pursuit of their goals.

- ◆ Through the Alameda County Library's website, customers will be able to find information about the location, hours, and phone number of branches of the Alameda County Library, including the Castro Valley Branch.
- ◆ The Alameda County Library's website will provide access to reference through e-mail and reference chat, providing access to skilled Library reference staff 24/7.
- ◆ The Alameda County Library will provide access to webcasts, online learning and other remote learning possibilities for staff as they occur.

D. Objective: The Library will maintain a Local History Information and Exhibit area designed to meet the needs of residents for information on the history of Castro Valley.

- ◆ The Alameda County Library will digitize some or all of the Local History Information. Links to local Castro Valley Historical Digitalized Collection will be featured on the Library's website.
- ◆ Programs offered highlighting the history of Castro Valley will be posted on the Alameda County Library's website.
- ◆ In the Library's online catalog, the Local History Information will be viewed as a separate collection, searchable separate or together with the total collection of the Alameda County Library.

Online Data Bases currently available

AccessScience, the Online Science and Technology Encyclopedia
American National Biography
America the Beautiful
Ancestry Plus
Biography Resource Center
Books in Print
Business & Company Resource Center
Conference Board Research Database
CorpTech: Technology Company Information
E-Books from netLibrary
Enciclopedia Cumbre en linea
Expanded Academic ASAP
General BusinessFile ASAP
General Reference Center (Magazine Index)
Grolier Multimedia Encyclopedia
Health & Wellness Resource Center
Health Reference Center
Hoover's Online (Pro Access)
Infotrac Custom Newspapers
InfoTrac OneFile
Informe!
Lands and Peoples
Learning Express
Literature Resource Center
LitFinder
Morningstar
National Newspaper Index
Natural Medicines Database
New Book of Knowledge
New Book of Popular Science
Opposing Viewpoints Resource Center
Oxford Reference Online: The Core Collection
Reference USA
STAT-USA
Student Resource Center
SYB World (Statesman's Year Book)
USA Trade Online
World Book Encyclopedia

Section II
Location of Equipment in the Castro Valley Library

Location	Equipment	Number
1A. Entrance/Lobby Area	Theft security gates	2 pairs
1D. Major Meeting Room	Projection screen, ceiling mounted	1
	Video projector, ceiling mounted	1
	Electronic White boards	2
	Quad plasma screen	1
1G. Conference Room	Electronic white board	1
1H. Art Exhibit Hall	61″ Plasma Screen	1
2A. Circulation Service Desk/Express Holds	Staff computer workstation	3
	All in one Barcode or RFID readers and desensitizers	3
	Receipt Printers	3
	Network printer (Staff)	1
2B. Express Checkout	Self checkout units	3
2C. Exterior Returns Drop	Security camera	1
2D. Interior Returns Drop	Security camera	1
2E. Sorting and Returns	Staff work station	3
	All in one Barcode or RFID readers and desensitizers	3
2F. Copy Machines and Print Management Center	Network printing stations	5
	Scanner	1
4A. Reference/Children's Services Desk	Staff Computer workstation	5
	Barcode or RFID scanners	3
	Network Printer (Staff)	1
4B. Reference Collection and Reference Seating	Public Computer Workstation	2
	Microfiche/film reader/printer	1
4D. Electronic Information Center	Public Computer Workstation	26
5A. Adult Fiction Collection	Public Computer Workstation stand-up	2
5B. Adult Non-Fiction Collection	Public Computer Workstation stand-up	5
5D. Senior Area and Large Type Collection	Public Computer Workstation	2
6A. Young Adult Area	Public Computer Workstation	6
7B. Children's Electronic Information Center	Public Computer Workstation	12
7J. Children's Non-Fiction Collection	Public Computer Workstation stand-up	2

8A. Multipurpose Education Center	Portable computers	30
	Electronic whiteboards	2
	Video Projectors	2
9A. Library Manager's Office	Staff Computer Workstation	1
	Printer	1
9B. Circulation Supervisor's Office	Staff Computer Workstation	1
	Printer	1
9C. Staff Workroom Area	Combination Copy/Fax and Scanner machine	1
	Staff workstations	18

Section III
**Technology Infrastructure**

The Castro Valley Library is connected to the Alameda County Library Wide Area Network maintained by the County Library's Information Technology Unit located in Fremont. Currently the Library has an ATM T3 connection to the Internet serving 10 branches and Library Administration with a total of 555 computers. Of these machines, staff uses 263 and 292 are used by the public.
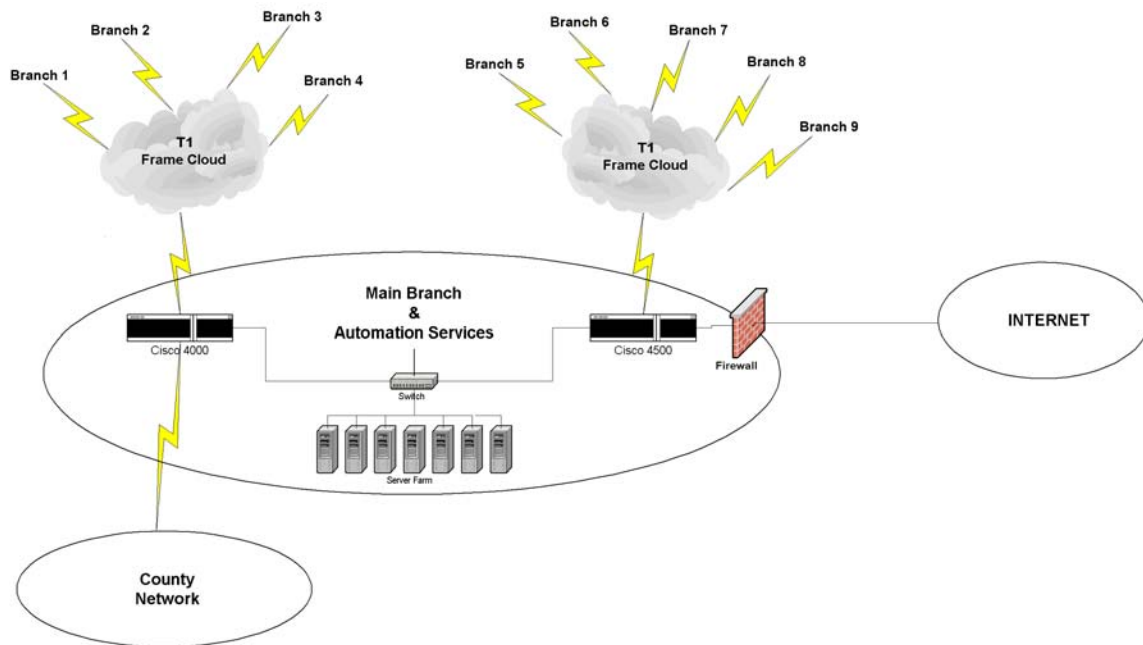
Firewall protection is through SonicWall Pro 300. This router also provides automatic filtering to all computers in the Children's Section at each Branch Library and a choice of filtering to all other computers. In addition, the Library has 18 servers and other network equipment. These servers include:

- ILS system (Innovative Interfaces)
- E-mail server (Microsoft Exchange)
- Authentication server, so that customers accessing online databases from outside the library can view them with a library card
- Primary and backup domain controllers for the staff and public domains
- Alameda County Intranet, ALCOLink, (Personnel and financial services) application server and intranet application server
- Tape backup server
- Anti-virus server
- Staff file server
- DNS servers
- A server for Time out software for public PCs
- Web server

70

♦ Ghost server - used by Library staff for storing workstation hard drive images
♦ Internet e-mail gateway and e-mail virus scanning server
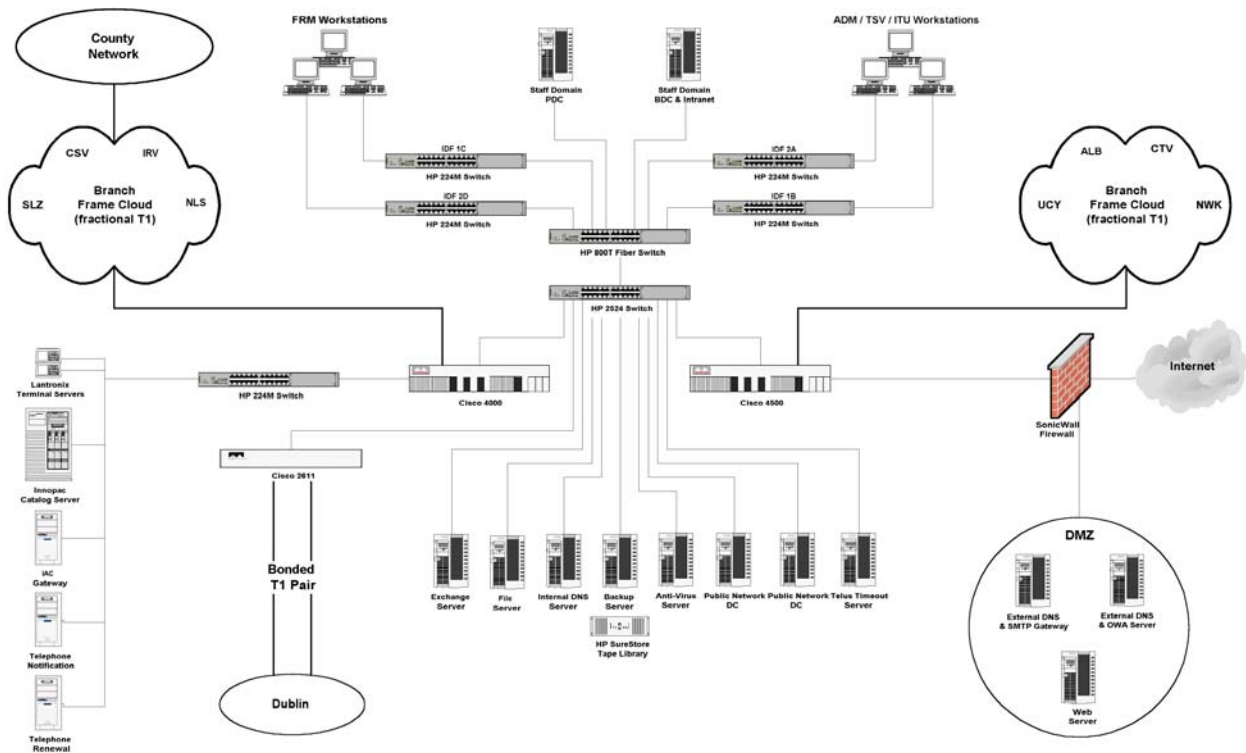
The ITU provides technical support for the Library's network and the Internet including data lines and cabling, as well as upgrades to all existing systems, installation of new technology and authentication for remote access to the Library's online databases. The overall network for the Castro Valley Library will be a star topology and includes a fiber bridge between two network closets, a main distribution facility (MDF) and intermediate distribution facility (IDF). In addition, a main point of entry (MPOE) for telecommunications equipment will be a room accessible from the outside by telecommunications providers. Equipment in the data closets will include a WAN (Wide Area Network) router providing connectivity to the Alameda County Library network, LAN (Local Area Network) Ethernet Switch equipment, telephony equipment (Voice over IP or PBX), and video distribution equipment. At least two point-to-point T1s will connect the central computer center at County Library Headquarters with the Castro Valley Library via the WAN.

Cabling installation and deployment will follow EIA/TIA 568A and 569 standards, and also adhere to the ANSI 606 standard for labeling. A raised-floor will support flexible cabling and the reconfiguration of technology access points as needed. Thin client technology will be used whenever possible, since this provides efficient maintenance and results in less downtime of the equipment.

Castro Valley Library – on-site technology specifications

What follows are technical requirements for the Castro Valley Library. These include electrical outlets, network/telecommunications, hardware and software requirements. The last includes ADA assistive technology.

In designing the new library, the library space, public and staff, as well as the immediate area in the commons must be flexible to accommodate foreseeable advances in technology. Thus includes, but should not be construed to be limited to wireless voice and data, video projections through a variety of means, links to satellite or microwave dishes, and means to support the use of electronic appliances through the internet.

The overall network in the Castro Valley Library will be a star topology and includes a fiber bridge between two network closets, since the size of the building requires two. Equipment in the data closets will include routers, CSU/DSU, switches and hubs. At least two T1 will connect the central computer center at Fremont Main Library with the Castro Valley Library via the WAN.

Networking and telecommunication requirements:

- Wiring Standard for Category 7 or better plenum rated cabling to each cabling outlet: EIA/TIA568B
- An uninterruptible Power Supply (UPS) for the server and telecommunications equipment will be installed in the telecommunications closet.
- ¾″ plywood backboard for mounting telecommunications hardware.
- Electrical should be at least a foot away from DMARC in the telecommunications room.
- The electric panel in the telecommunications room shall include one (1) separate 100 circuit and a battery backup for the telephone system.
- Voice line jack.
- The termination of data cabling shall be on two steel rack-mounted seven (7) foot racks with 36″ clearances in front and back with appropriate cable management.
- Data and electrical lines are not to be placed in the same conduit
- Data conduits are to be provided for multiple terminals in the children's area, study carrels, tutoring rooms, computer lab, community room, staff desk, circulation and reference counters, and workrooms. Final placement will depend on furniture and equipment layout.
- Cables and wires must be stored out of view for all staff and public terminals.
- Homerun coaxial cable from telecommunications room for satellite dish.
- Homerun coaxial cable from telecommunications room to both video flat panel plasma displays.

Electrical Equipment:

- Ground all outlets
- Provide a 20-amp circuit for every duplex receptacle
- Provide a separate 20 amp circuit for telecommunications room equipment with separate duplex receptacles
- Multiple surge protectors meeting current library specifications should be provided in built in counters and as a part of tables, study carrels, services desks etc.
- Placement of electrical, data, and telephone outlets must be coordinated with the library's furniture schedule since these elements can be incorporated into table, study carrels, service desks etc. This need should be stated on the building plans.

Computer Workstations (desktop and portable) Hardware specifications

Processor:	Two - Intel® Xeon™ Processor, 3.20GHz, 1MB L3 Cache or equivalent
Memory:	4GB,DDR266 SDRAM Memory or equivalent
Graphics Cards:	3Dlabs® Wildcat®4 7110,256MB or equivalent
Hard Drive:	80GBATA-100 IDE – 7200 rpm or equivalent
Operating System:	Microsoft® Windows® XP Professional or current Windows operating system
Sound Card:	Sound Blaster® Audigy II or equivalent
Keyboard:	104 USB Keyboard
Mouse:	Three button wheel mouse
Sound	Speakers or Headphones
Removable memory:	1.44 MB Floppy Drive, 250 MB Zip or equivalent, 8X speed DVD/CDR
Video Display:	17″ Flat Panel LCD - staff/public

ADA Hardware, Software, and Furnishing Requirements
Instead or in addition to the above specifications:

PC or Portable computer Hardware:

Video Display	19″ Flat Panel LCD
Keyboard	Intellikeys

Software:
Wynn – software that allows customers to have web pages, scanned material and other information online enlarged or read aloud.

Kidspiration – Software that helps children organize thinking. The software is useful when writing term papers, planning a school project or other projects such as a science experiment.

The Castro Valley Library strives to make its facilities, services and resources accessible to everyone in the community. The new facility will feature assistive devices to help people with sensory or mobility impairments use library resources. Collaborating with the Alameda County Library Senior Services Director, Library staff will select state-of-the-art equipment that may include closed circuit television that magnifies text; optical scanners with speech output, and adaptive Internet stations with zoom text and enlarged type keyboards. The Library will designate at least three computer workstations as ADA compliant offering a large 21" flat screen monitor, Wynn software that allows customers to have web pages, scanned material and other information online enlarged or read aloud, an Intellikeys programmable keyboard, trackball alternative mice and other ADA software packages.